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ABSTRACT

This student booklet on applying for a job is one of six in the Employability Skills Series, a set of instructional materials designed to teach secondary students and adults the skills involved in getting and keeping a job. The competency-based material is oriented to young adults but written at approximately the fifth-grade reading level. (An instructor's guide is available separately as CE 031 160.) Designed to help the student prepare for applying for a job, the unit focuses on four areas: pre-application (official papers needed for employment, resumes), filling out an application form, interviewing for a job, and post-application (followup letter, pre-employment tests, accepting a job, failing to get a job). A list of seven knowledge and performance objectives acts as a table of contents. For each objective there are several pages of instructions and some activities for practice. A performance test with performance checklist is provided for each knowledge objective. Answer keys are provided for activities and self-tests where needed. These other materials are also given: unit review and glossary. Two resume forms are appended. (YLB)

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Applying for a Job

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CE 031 159

Applying for a Job

January, 1980



State of Florida
DEPARTMENT OF EDUCATION
Ralph D. Turlington, Commissioner of Education
Tallahassee, Florida
An equal opportunity employer
DIVISION OF VOCATIONAL EDUCATION

This public document was promulgated at a cost of \$2,376.00 or \$1.18 per copy to provide educators with employability skills instructional materials to be used with secondary school students and adults.

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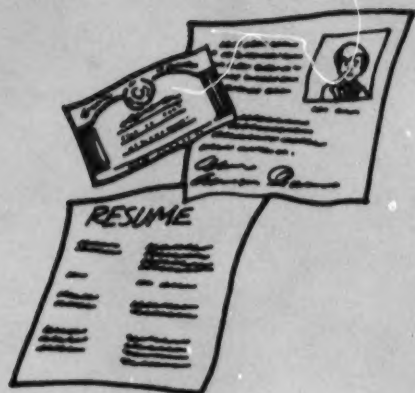
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The Employability Skills Curriculum Team consists of Ora M. Kromhout, team leader and instructional designer; Linda W. Morse, instructional designer; Douglas R. Farrow, instructional designer and principal author of this unit; Barbara V. Fulghum, evaluator; Kathleen Lyons, editor; and Lynn Rogers, graphic designer.

Applying for a Job



Before You Apply

How Employers Get Information about Applicants
Official Papers Needed for Employment
Your Resume

Filling Out an Application Form

Neatness
Completeness and Correctness
Words on the Application Form
Open-Ended Questions



Interviewing for a Job

Tips for a Successful Interview
Your Interview
The Interviewer's Questions
Your Appearance at the Interview

After You Apply

Your Follow-Up Letter
Preemployment Tests
Before You Say Yes
Failing to Get a Job





Many people who have the necessary job skills still don't get the jobs they want. Why? They don't know how to write a resume or fill out an application form or dress for an interview. Don't let that happen to you. If you know what to expect and if you prepare yourself, you have a good chance of getting that job. This booklet will help you prepare for applying for a job.

Here's how to use this booklet.

Read the objectives on page 7. The objectives tell you exactly what you should be able to do when you have finished the unit (booklet). There are two kinds of objectives in this booklet: performance objectives and knowledge objectives.

Performance objectives are marked with an arrow. A performance objective tells you what you must be able to *do*.



Knowledge objectives tell you what you should *know* when you have completed the unit.

Work through the unit. For each objective, there are several pages of instruction and some activities that allow you to practice what you have learned. Each objective also has a test.

For the *performance objective*, you will take a performance test to see whether you have mastered the skills described in the performance checklist. The performance test includes a performance checklist that your instructor will use to see whether you have done the performance test correctly. After you finish the performance test, show your work to your instructor for approval. If it is correct, your instructor will initial the space on page 7 beside that objective. If it is not correct, you must study the objective again and then take the performance test over.

For each *knowledge objective*, there is a self-test in the booklet. The self-test gives you a chance to be sure you know the objective before you take the final unit test. Try to answer these self-tests without looking up the answers, so that you will be prepared to pass the final test. Your instructor will give you the final test on the knowledge objectives when you have finished the unit.

Review the unit. When you have finished the booklet, use the *Unit Review* on page 75 to be sure you know the answers to all of the knowledge objectives. This is also the time to check to see whether you have completed the performance test.

Take the final unit test. The unit test is a written, closed-book test. You probably won't have much trouble with the final unit test if you have read the information, done the activities, and answered the self-tests without looking back for the answers.

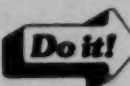
Use the glossary. Some of the words in this booklet may be new to you, or they may be used in a different way. At the end of the unit is a glossary, which is a list of words with their meanings. Use this list when you aren't sure what a word means.

Changing jobs means new faces, new situations, new duties. This unit will give you some idea of what's in store for you when you change your job.



Objectives

After completing the unit, you should be able to:		INFORMATION PAGES	TEST PAGES
1.	List five qualities your employer looks for when thinking about promoting you.	11-18	29
2.	List the four steps in a promotion plan.	19-27	29
3.	Name four good reasons for resigning from a job.	31-38	49
4.	List five rules (do's and don'ts) for resigning.	39-46	49
 5.	Write a letter of resignation.	51-57	58-60
6.	List four disadvantages to think about before changing careers.	61-66	73
7.	List four steps to take if you lose your job.	67-71	73

 Instructor's initials on performance test (Objective 5): _____

Before You Apply

How Employers Get Information about Applicants

When most people think of applying for a job, they think of filling out application forms and going for interviews. This is probably because almost everyone, including you, does both of these before getting a job. These are among the most common ways that employers get information about you. The application form and interview tell an employer a lot about you. But these are not the only ways.

Employers get information about YOU from:

YOUR APPLICATION FORM



Employers use an application form to find out about your background before they interview you.

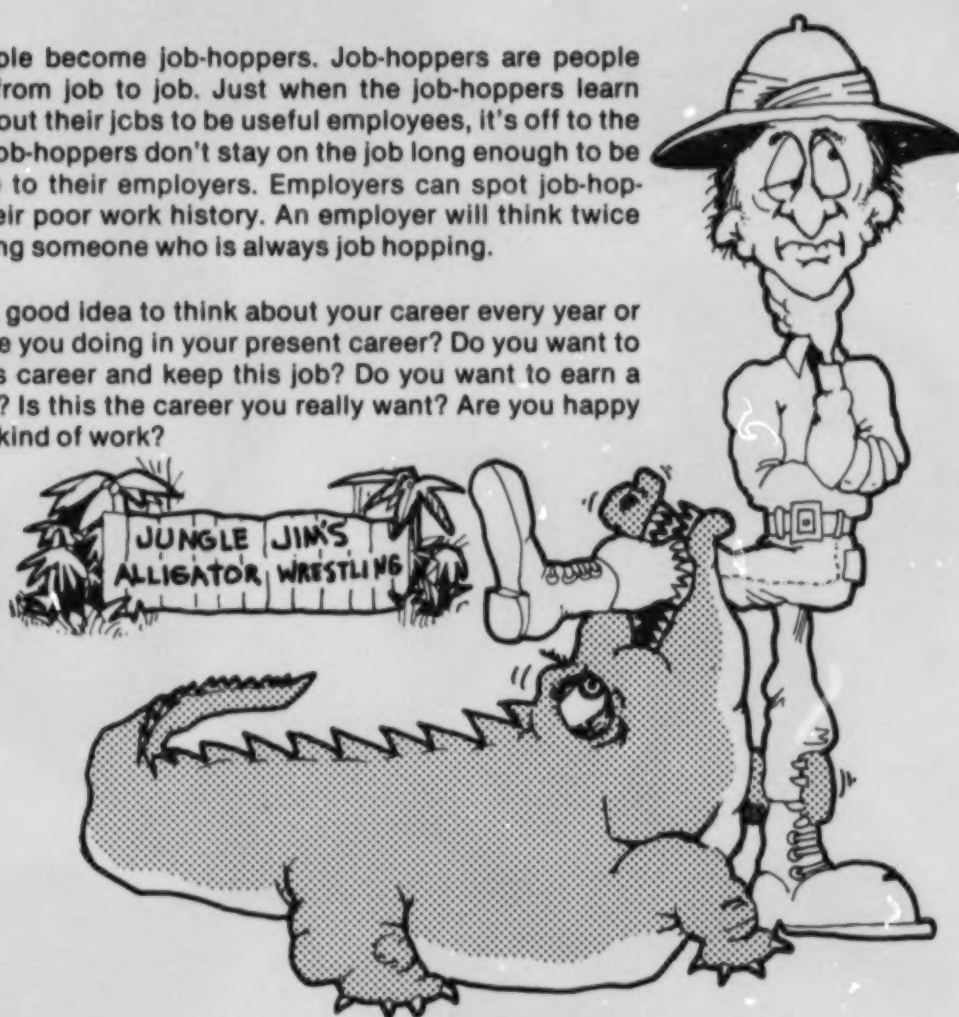
YOUR INTERVIEW



Employers ask you to come in for an interview so that they can find out more about you.

Other people become job-hoppers. Job-hoppers are people who drift from job to job. Just when the job-hoppers learn enough about their jobs to be useful employees, it's off to the next job. Job-hoppers don't stay on the job long enough to be of any use to their employers. Employers can spot job-hoppers by their poor work history. An employer will think twice before hiring someone who is always job hopping.

Still, it *is* a good idea to think about your career every year or so. How are you doing in your present career? Do you want to stay in this career and keep this job? Do you want to earn a promotion? Is this the career you really want? Are you happy doing this kind of work?



If you are not happy in your present kind of work, there are many ways of changing jobs. Sometimes the change is your idea, but often it is not. If you stay with the same company, you may get a promotion (a better job) or a demotion (a step down). You may also leave because your job ends (layoff), because you resign (leave on your own), or because you are fired (forced to leave). This unit will give you a chance to explore these job changes.

What Employers Look For

Getting a promotion is a big event for most people. It means a better job and an advance in rank and importance. It usually means more money and less supervision. You may even be promoted to supervisor yourself!

What does it take to get promoted? A promotion isn't a gift from your employer. You must work hard to earn that promotion. Consider what qualities your employer looks for. You must show your employer that you have these qualities before you can earn a promotion.

When better jobs become available, how does your employer pick the person to be promoted? In deciding whether to promote you, your employer will think about whether you are qualified and are capable of doing the new job. S(he) will consider several things such as . . .



Activity:

Applicant Information

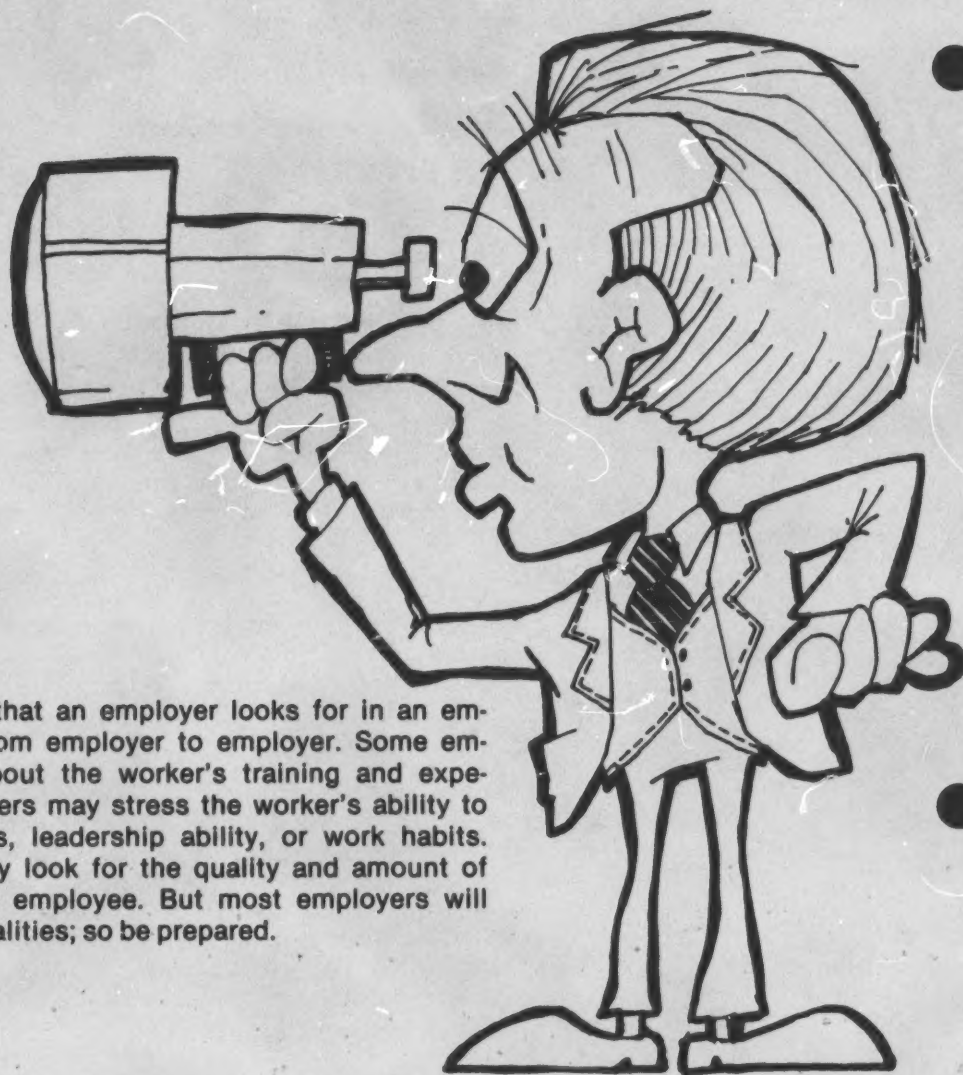
1 Imagine that you are the manager of a large department store. As manager, you are responsible for hiring salesclerks. List ways you can get information about job applicants.

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____
- h. _____

2 You must have an interview and give references to get most jobs, but some kinds of information are more important than others for certain jobs. For which job do you think the following kinds of information about the applicant are most important? Circle one job for each kind of information.

- a. physical exam: bookkeeper airline pilot editor _____
- b. sample of work: artist salesclerk nurse _____
- c. preemployment test: cook typist gardener _____
- d. application form: government worker mechanic farmworker _____

Check your answers on the next page.



This list of qualities that an employer looks for in an employee will change from employer to employer. Some employers care most about the worker's training and experience. Other employers may stress the worker's ability to get along with others, leadership ability, or work habits. Another employer may look for the quality and amount of work produced by an employee. But most employers will look for all of these qualities; so be prepared.

Official Papers You May Need

YOU MAY NEED	When Needed	How and Where to Get It	Issued by
Social Security card	Before you apply for a job	Apply at your local Social Security office	U.S. Social Security Administration (main office)
Birth certificate	If required by employer to prove age	Contact health department of county where you were born or: Vital Statistics P.O. Box 210 Jacksonville, FL 32201	Health department of the county where you were born or your state's vital records department
Work permit (age certificate)	If you're under 18; if you're under 16, you need a job offer first	Go to principal's office and/or county school board office	State of Florida through its public schools
Driver license	If your job includes driving	If you're 16 or over, apply at your local driver license office (you must be 16)	Florida Department of Highway and Motor Vehicles, Driver License Division
High school diploma	If required by employer	Pick up a copy at the high school from which you graduated or at the school board office in the county where you graduated	High schools
or General Equivalency Diploma (GED)	If required by employer	Call your county school board office to find out how to take the test	High schools, vocational-technical schools, community colleges
Training certificate	If required for the job	Receive when you pass a training course (for example, training to be a dental assistant)	Sponsor of training program (for example, your school)
Occupational license	If required to practice your occupation (for example, as a barber or practical nurse)	When you meet the state requirements for your occupation	The licensing board for your occupation, usually through your state
Union card	Depends on job; the employer will tell you. If you're a member, you may need to show proof that you're a member or that you've paid your dues.	Receive when you join a union	Union you join
Student identification card (student ID)	If required to prove that you are a student	Ask in the school office	Your school

Activity:

Official Papers

- 1** Grace is 19 and wants to find work as a waitress. What is the one official paper that Grace, and all other workers, must have?
- _____

- 2** Fill in the blanks.

- _____ a. You get this when you graduate from high school.
- _____ b. If you drive, you need this.
- _____ c. This proves that you are a student.
- _____ d. You got this when you were born.
- _____ e. All workers need this.
- _____ f. You need this if you're under 18 and want to work.
- _____ g. You get this when you pass a training course.
- _____ h. You have this if you meet the state requirements to practice your occupation.
- _____ i. You get this when you join a union.

- 3** Which official papers do *you* have? Put a check (✓) in the box next to the ones you have.

- | | | |
|--|---|--|
| ☐ Social Security card | ☐ driver license | ☐ occupational license |
| ☐ birth certificate | ☐ high school diploma or GED | ☐ union card |
| ☐ work permit (age certificate) | ☐ training certificate | ☐ student identification card |

Check your answers on the next page.

Check your answers with those below.

1. Social Security card
2.
 - a. high school diploma
 - b. driver license
 - c. student identification card
 - d. birth certificate
 - e. Social Security card
 - f. work permit (age certificate)
 - g. training certificate
 - h. occupational license
 - i. union card
3. If you do not have a Social Security card, you may want to apply for one soon. You may also need a work permit or other papers before you can get a job.

Self-Test

Name _____

Date _____

Objective 1

List four ways an employer can get information about a job applicant.

- 1 _____
- 2 _____
- 3 _____
- 4 _____

Objective 2

1 List one official paper that all job applicants must have.

2 List three other official papers that job applicants may need.

Check your answers on the next page.

Answers to Objective 1

You should have included four of the following:

- application form
- interview
- resume
- preemployment tests
- physical exam
- references
- sample of the applicant's work
- school records

If you could not list at least three of the above answers, review pages 9-14.

Answers to Objective 2

1. Social Security card—the one official paper that all job applicants must have.

2. You should have included three of the following:

- birth certificate
- work permit (age certificate)
- driver license
- high school diploma or General Equivalency Diploma (GED)
- training certificate
- occupational license
- union card
- student identification card

If you could not list "Social Security card" and at least two other official papers listed above, review pages 15-18.

Your Resume

A resume is a sheet of paper that contains information about you. Some employers will ask for your resume before hiring you. It should be brief but it should have enough details for employers to know whether you have the qualifications they are looking for.



What goes into a resume?

A resume has the following information about you:

- personal information
- your education and training
- your work experience (if any)
- references (*not* school friends or members of your family)

When you mail or give a resume to an employer, it represents you. If it is well-written and neat, it can improve your chances of getting an interview. If you can type, type it. Or maybe a friend will type it for you.

Sometimes a resume is all that an employer sees before meeting you. So you can understand why it's important for a resume to be neat and to have complete information. Imagine what an employer would think of a scratchy, messy resume.

WILLARD PIFFER
886 WIFFLET DR.
TALL. FLA. 32307/1

RESUME

PERSONAL STUFF: BIRTHDAY, 7/8/53, 5 FEET 2 IN TALL,
WEIGHT, 248 LBS. S.S.# 262-09-4610, MARRIED? NOPE...

EDUCATION: HIGH SCHOOL DIPLOMA, 2 YRS PALOMA TRADE SCHOOL.

EXPERIENCE: ① WRENCHMAN, 3 MOS., LENNY SHAFFERTS
PLUMBING CO. DETROIT, MICH. ② ~~BOTTLE~~ BOTTLE CAPPER,
2 WKS, CARBO SODA POP COMPANY, DES MOINES, IOWA.
③ FLAKE PACKER, 4 YRS, RAPIDO TRANSFER AND MOVING
COMPANY, ORLANDO, FLA.

HOBBY: TAXIDERMY

Imagine what an employer would think if a reference were listed like this:

Reference:

J. Snops
Main Street

How would an employer know where to contact this reference? The address is not complete and no phone number is listed. Is it Mr. or Ms. Snops? Don't make these mistakes with your resume!

Look over the sample resume on the next page.

SAMPLE

R E S U M E

PERSONAL INFORMATION

Name: Oscar R. Boscar

Date: January 2, 1977

Address: 310 South Main Street

City and State: Littleton, Florida

Zip Code: 33333

Phone: (807)444-3546

Age: 17

Social Security Number: 000-00-0000

If you don't have a
phone, put none

EDUCATION AND TRAINING

Littleton Senior High School, Littleton, Florida
(presently attending)

If you're still in school, put
presently attending

WORK EXPERIENCE

Cashier at Joe's Sport Shop, 404 South Main Street, Littleton, Florida 33333.
February, 1976, to November, 1976.

Include the names of two people
who know you and will speak
well of you

Don't include work exper-
ience if you haven't worked

REFERENCES

Mr. Joseph Moss
404 South Main Street
Littleton, Florida 33333
(807)576-8933

Ms. Martha Newman
577 North Adams Street
Littleton, Florida 33333
(807)576-3156



There are several good ways to write a resume. One thing all good resumes have in common is that they are *neat* and usually *typewritten*. Look over the sample resumes on the next few pages.

RESUME

ROBERT D. MALTA
6305 Main Drive
Miami, Florida 33158
(305)235-9754

Date: December 20, 1976

SAMPLE

PERSONAL INFORMATION

Date of Birth: November 12, 1956 Age: 20
Height: 5'9" Weight: 145 lbs.
Social Security Number: 224-41-8025
Marital Status: Single

EDUCATION

Received General Equivalency Diploma, September 26, 1976.

Palmetto Vocational Center, 18 Newman Street, Miami, Florida, attended: 1975-1976.

Roosevelt High School, 490 Navajo Street, Miami, Florida, attended: 1972-73.

WORK EXPERIENCE

Delivery work, Petro Hospital Supplies, 1010 Barbara Avenue, Miami, Florida.
Full-time: June-July, 1975. Part-time: July, 1975, to September, 1976.
Duties: Drove delivery truck, filed daily report on deliveries, kept daily receipts in order.

Swimming Instructor, South Miami YMCA, 1414 Navajo Street, Miami, Florida.
Part-time: Summer, 1974. Duties: Taught two classes of beginning students.

REFERENCES

Ms. Gail Brown
Math Teacher
Palmetto Vocational Center
7460 SW 118th Street
Miami, Florida 33156

Ms. Juanita Block
Guidance Counselor
Roosevelt High School
490 Navajo Street
Miami, Florida 33166

Mr. Bill Petro
Owner
Petro Hospital Supplies
1010 Barbara Avenue
Miami, Florida 33156

VOLUNTEER WORK

Worked in sandwich shop on Saturday mornings, St. Francis Hospital,
Miami, Florida. Winter, 1973.

INTERESTS AND ACTIVITIES

Treasurer, Roosevelt High Math Club. Member, Roosevelt High Photography Club.
Swimming, photography, rollerskating.

HONORS AND AWARDS

Math honors, freshman and sophomore years.

RESUME

Sue M. Brown
512 Duncan Drive
Gainesville, FL 32601
(904)375-9989

Date: May 12, 1976

Marital Status: Single

Date of Birth: January 4, 1953

Social Security Number: 000-00-0000

SAMPLE

JOB GOAL

Motel Manager

EDUCATION

Polk Community College, Winter Haven, FL, presently attending. Major: Hotel and Restaurant Management.

Winter Haven High School, Winter Haven, FL, graduated 1971.

EXPERIENCE

1973-76, Holiday House, Highway 441 South, Gainesville, FL. Assistant manager. Duties: Supervised handling of guests' accounts, including early registration, check-ins, cash and credit sales.

1969-71, Twain's Motel and Restaurant, U.S. Highway 27, Winter Haven, FL. Room clerk. Duties: Handled guests' accounts, check-ins, and check-outs.

SPECIAL SKILLS

Management: Can supervise, solve worker problems, plan ahead for materials and worker needs.

Clerical: Typing, basic accounting, filing.

REFERENCES

Mr. Stan Plover, Director, Hotel and Restaurant Management Program, Lincoln Community College, Winter Haven, FL 33880, (891)333-4198.

Ms. Jane Mandell, Manager, Holiday House, Highway 441 South, Gainesville, FL 32608, (904)480-9643.

Mr. Leonard Johns, Manager, Twain's Motel and Restaurant, U.S. Highway 27, Winter Haven, FL 33881, (904)811-3187.

Performance Test

Name _____

Date _____

Do it! Objective 3

Now write your resume. But before you start, read the instructions and the performance checklist.

If you have *not* worked before, fill out Form A. If you have worked before, fill out Form B. **Make sure that you use facts about yourself and your current situation.** Use a pen to write your resume. Remember, if you want to give this resume to an employer, have it typed.

Use the checklist to make sure that your resume is correct before you show it to your instructor. Place a check (✓) beside each of the items you remembered to include.

PERFORMANCE CHECKLIST

- _____ All personal information given?
- _____ Today's date given?
- _____ Education and training given?
- _____ Work experience given, if any? (Form B only)
- _____ Two references given; names *and* addresses? (Note: Do not use school friends or family members.)
- _____ Resume easy to read; any corrections neatly made?
- _____ All information complete and correct?

Each of the above items must be checked. If not, look over your form and correct it. If you made a mistake, or if your resume is messy, copy it over. There's an extra Form A and Form B at the back of this booklet. When you are sure your resume is correct, ask your instructor to approve it. Your instructor will also use the performance checklist to check your work.

R E S U M E

PERSONAL INFORMATION

Name:

Date:

Address:

City and State:

Zip Code:

Phone:

Social Security Number:

Age:

EDUCATION AND TRAINING

REFERENCES

R E S U M E

PERSONAL INFORMATION

Name:

Date:

Address:

City and State:

Zip Code:

Phone:

Social Security Number:

Age:

EDUCATION AND TRAINING

WORK EXPERIENCE

REFERENCES

Filling Out an Application Form

Most employers will ask you to complete an application form. This is one way employers can look you over before they interview you. Even if you have an interview first, the employer will still probably ask you to fill out an application form before you get the job.

Each time you fill out an application form you have the chance to make a good impression. It is important that you make the most of this opportunity. Here are some pointers.

- Be neat. A neat application form can make the difference between an employer's reading it and passing it over. Print or type neatly.
- Be complete and correct. Answer each question. If a question does not apply to you, draw a line in the blank to show that you did not overlook the question.
- Find out what each word or abbreviation on the application form means if you don't already know.
- Answer questions on the application form carefully. Be prepared for questions that ask you to write out your answers.

The following section covers these points in greater detail.

Neatness

One of the best ways to impress an employer is to fill out the application form neatly. Sometimes what looks okay to you may look sloppy to the employer. Look at the examples below.

1

Keep it clean.

942 ELM ST.

Good Example

942 ELM ST.

Don't Smear

942 ELM ST.

Don't leave fingerprints.

2

Make neat corrections.

~~AAA~~ SMITH, MARY R.

Good Example

~~SMITH~~ SMITH, MARY R.

Don't scratch out carelessly.

~~SMITH~~ SMITH, MARY R.

Don't erase or write over in a messy way.

3

Write neatly.

Filing and Shipping Clerk

Good Example

Filing and Shipping Clerk

Don't crowd your information.

Filing and Shipping Clerk

Don't write too small.

Filing and Shipp

Don't write too large.

Activity:

Neat Application Forms

Now that you've seen some common mistakes, look at the examples below. For each one, write what is wrong and then write it over correctly.

1

BAD

Reason

GOOD

904 S. Mair

2

~~SA~~ typist

3

April 1977 to June 1977

4

John Doe
40 Maple St.

Check your answers on the next page.

Check your answers.

1

BAD

Reason

GOOD

904 S. Main

The letters are too large
and are not evenly spaced.

904 S. Main

2

~~typist~~ typist

The mistake is crossed out
in a sloppy way.

~~typist~~ typist

3

April 1977 to June 1977

The letters are too small.

April 1977 to June 1977

4

John Doe
911 Maybo St.

The writing is too messy
to read.

John Doe
911 Maybo St.

Completeness and Correctness

If you skip or don't answer questions completely on your application form, there's a good chance that the employer will skip over you. Leaving lines blank, writing sloppily, not following instructions, and using abbreviations make your work look careless. That's something you don't want to let happen! Would you hire a careless worker?

One good way to be sure that your application form has complete and correct information is to bring your *personal fact sheet* with you when you apply for a job. A personal fact sheet is a sheet of paper that contains information about you, including your address, education, work experience, and references. You'll save time (and be more accurate) if you bring your personal fact sheet with you.

Here are some pointers for filling out an application form.

Always follow instructions. Do exactly what the form says to do.

If a form says to:

Then do this:

place an X

___ 10 X 11 ___ 12

underline

Soph. Jr. Sr.

circle

rent own buy

check

☐ Academic ☒ Vocational

write—DO NOT PRINT

Jane Jones

please print

Jane Jones

DO NOT WRITE IN THIS SPACE

Sometimes you will find the following chart in the education and employment sections of application forms. Fill in the date when you *started* (from) and when you *left* or finished (to).

From	To

From	To
<i>Sept., 1973</i>	<i>June, 1974</i>
<i>Aug., 1974</i>	<i>Present</i>

If the application doesn't tell you what to do, here are some general rules to follow:

If you are to answer on a short line or in a box, use a check (✓) or an X.

Example

X home _____ business

If you see no short lines or boxes, then circle or underline.

Example

jr. (sr.) 1 2 3

Some blanks appear in front of a number, some behind. Be sure to note which side of the number the blank is on or you will put down the information incorrectly.

front: X 1 _____ 2 _____ 3 _____ 4

back: 1 X 2 _____ 3 _____ 4 _____

If the application form doesn't say whether to write or to print, print everything but your signature.

Use your complete name. Don't use nicknames.

Good Example

William Thomas Arnold

Bad Example

Bill Arnold

Spell correctly.

Good Example

Manager

Bad Example

Manger

Don't leave out information.

Good Example

2310 Main Street

Bad Example

Main Street

Avoid using abbreviations for job titles, salaries, company names, or the reasons you left a job. What is clear to you may not be clear to the person who is reading your application form.

Good Example

Typist
\$10,000
General Tire
better opportunity

Bad Example

typ.
10 K
Gen. Tire
bet. op.

Some abbreviations are okay. You can abbreviate names of states; street, road, and avenue in addresses; apartment numbers; dates; armed forces titles; and company or corporation titles.

Examples

Miami, FL
2310 Main St.
Apt. 7-C
Jan. 26, 1976
1-26-76
CAPT. Miller
Jones Tire Co.

Some "yes" or "no" questions ask for an explanation.

Have you ever been fired from a job?

_____ yes _____ no

If yes, explain. _____

Read each line carefully. Some are confusing.

Your Name: _____ Address: _____

Parent's Name: _____ Address: _____

Occupation: _____

Whose occupation? Your parent's.

Most applications ask for your last name first. The blank looks like this:

(last) (first) (middle)

You should fill it in like this:

Jones Barbara Sue
(last) (first) (middle)

Some lines call for more than one kind of information. Don't forget to fill in *all* information.

Name and Address: Barbara Sue Jones, 2310 Main St, Miami FL 33167

Telephone and Area Code: (305) 772-9914

Fill in all spaces unless it says "Do not Write in this Space," or "office use only." If you can't answer a question, put a line in the blank or write "not applicable" if a question doesn't apply to you. If the answer is none, write "none" or "0."

Good Example

Bad Example

Number of children: 0

Number of children: _____

Driver license number: —

Driver license number: _____

Selective Service number:

Selective Service number:

not applicable

Activity:

Short Questions

Look at how someone answered the application questions on the left side of the page. What's wrong with each one?

1. Job applied for

typ. & sec.

Reason

2. Full name

Jane Anne Miller

Date _____

3. Last school attended

South High School

Littleton

4. Home address

Main St.

5. References

Mr. Tommy "Tough" Jones

Jinky Smith

6. Mother's full name

Susan

7. Birth date

July 10

Check your answers on the next page.

Check your answers with the ones below.

1. Job applied for

typ. & sec.

Reason

Typist and secretary should be writ-

ten out.

2. Full name

Jane Anne Miller

Jane didn't follow directions—she

Date _____

left out the date.

3. Last school attended

South High School

The full address was left out.

Littleton

4. Home address

Main St.

House number, city, and state were left out.

5. References

Mr. Tommy "Tough" Jones

Don't use nicknames!

Jinky Smith

6. Mother's full name

Susan

Give complete names.

7. Birth date

July 10

The year of birth was left out.

Activity:

Complete and Correct Answers

Answer the questions below as if you were filling out an application form.

1. Last grade completed 6 7 8 9 10 11 12

2. Please print Name _____
Last First Middle

3. Have you applied at ABC Company before? ____ yes ____ no

4. Place an X beside the type of employment desired:
____ full-time ____ part-time
____ temporary

5.

DO NOT WRITE HERE
Comments _____

6. Underline the jobs you are applying for:

Clerk	Secretary I
Clerk-Typist	Secretary II
Receptionist	Secretary III

7. Are the blanks *before* or *after* the number in the item below? _____

5 _____ 6 _____ 7 _____ 8 _____ 9 _____

8. If you have never been married, which of the following should you check when asked for your marital status?

Marital status: ____ single ____ married ____ divorced ____ widowed
____ separated

9. What should you put in a blank if you can't answer the question?

Check your answers on the next page.

Here is how Mary Smith answered the questions. Some of your answers will be different.

1. Last grade completed 6 7 8 9 10 11 (12)

2. Please print Name Smith Mary Lynn
Last First Middle

3. Have you applied at ABC Company before? ___ yes ☒ no

4. Place an X beside the type of employment desired:

☒ full-time ___ part-time

___ temporary

5. DO NOT WRITE HERE

Comments _____

6. Underline the jobs you are applying for:

Clerk

Secretary I

Clerk-Typist

Secretary II

Receptionist

Secretary III

7. Are the blanks *before* or *after* the number in the item below? after

5 _____ 6 _____ 7 _____ 8 _____ 9 _____

8. If you have never been married, which of the following should you check when asked for your marital status?

Marital status: ☒ single ___ married ___ divorced ___ widowed
___ separated

9. What should you put in a blank if you can't answer the question?

draw a line, —, or write "not applicable"

Words on the Application Form

"Hey, John, what's happening?" yelled Joe to his friend John. Both guys began to walk down the hall heading for their next class.

"Nothing much," John replied.

"How'd you make out yesterday at ABC Brick Company? Did they hire you?" Joe asked.

"Hire me? Are you kidding? I walked in, told them I wanted to apply for a job, and they handed me a big application form," John said as he made a face.

"So . . .?" his friend asked.

"I looked at it. Four pages of nothing but questions! I didn't even know what they were asking most of the time! I tried to fill it out, but I had to give up. I didn't know the words," John said.

"Hey, don't let that get you down. The same thing happened to me. So I asked my English teacher for a list of words that might be on an application form. Then I got my dictionary and looked up every one," answered Joe.



"Why did you do that?" John asked.

"Wise up! The next time I fill out an application form I'll know the words. I'll know what the questions are asking."

Will you be in the same position as John? Here's your chance to keep one step ahead. On the next few pages are words that are often found on application forms. Read them over carefully.

Words on Application Forms

People sometimes have trouble with the words below when they try to fill out application forms. Study these words until you know the meaning of each. Later you can use this list if you forget the meaning of a word.

Likely to appear in the personal information section of an application form are these:

arrested	Seized by police officers for breaking the law; taken to jail.
citizen	A person who is a member of a nation; as in, "Are you a citizen of the United States?"
convicted	Proven or declared guilty; as in, "Have you been convicted of a crime?" The correct answer to this question is "no" if a person has been arrested but never found guilty.
dependent	Someone who needs another person for financial support; as in, "How many dependents do you have?"
felony	A serious crime, one for which the punishment may be imprisonment for more than one year or death; as in, "Please explain any felony convictions you have had."
marital status	Whether you are married, single, widowed, separated, or divorced; as in, "What is your marital status?"
misdemeanor	A less serious crime than a felony; as in, "Have you ever been convicted of a misdemeanor?"
previous address	Where you used to live.
present address	Where you live now.
permanent address	An address where you can always be reached. It may be the same as your present address.
SS no.	Social Security number; as in, "What is your Social Security number?"
Selective Service classification	How the government classifies young men to tell if they have been in the armed forces or if they may be in the future; as in, "My Selective Service classification is 1C."
discharge	To be let go or dismissed; as in, "What kind of military discharge do you have?" or "Have you ever been discharged or dismissed from a job?"
references	References are people who can tell an employer what kind of a person you are and what kind of a worker you will be; as in, "List three personal references such as a guidance counselor, teacher, or minister."

section on your education, you may find such words as:

- certificate** A document proving that you have completed training in a certain skill or trade; as in, "I received a certificate after I took an auto mechanics course."
- degree** A title you earn when you graduate from a college or school; as in, "I have a college degree in speech therapy."
- extracurricular activities** Hobbies and clubs you are a member of; as in, "My extracurricular activities are sewing and needlepoint, and I am the captain of the volleyball team."

A section on your work experience might contain such words as:

- bonded** When your employer has insurance against your stealing from the company; as in, "Have you ever been bonded?" This question is asked to find out if you have been trusted with valuable things in a previous job.
- previous employers** The people or companies you have worked for in the past; as in, "I worked for the city last summer; it is my previous employer." Use a person's name only if there was no company name.
- prior work experience** All the jobs you have ever had, your work experience; as in, "Do you have any prior work experience?"
- supervisor** Your boss, the person you are directly responsible to at work; as in, "Ms. Jones was my supervisor at the tax office."

In a section on your health, you may find the words:

- disabilities** Parts of the body that you lack full use of, such as a crippled arm or deaf ear.
- physical defects** Permanent illnesses and disabilities that may affect your job performance, such as ulcers or a paralyzed leg.
- workmen's compensation** Money given to a worker who was hurt on the job; as in, "Have you ever received workmen's compensation?"

A section on the job you want might contain these words:

- minimum** The smallest amount; as in, "What is the minimum pay you will accept?"
- rate of pay** The amount you are paid and how often, such as hourly, weekly, or monthly; as in, "What was your rate of pay at your last job?" or "\$2.25 per hour is the rate of pay for this job."
- salary** The money you receive for your work; as in, "State the salary you expect."

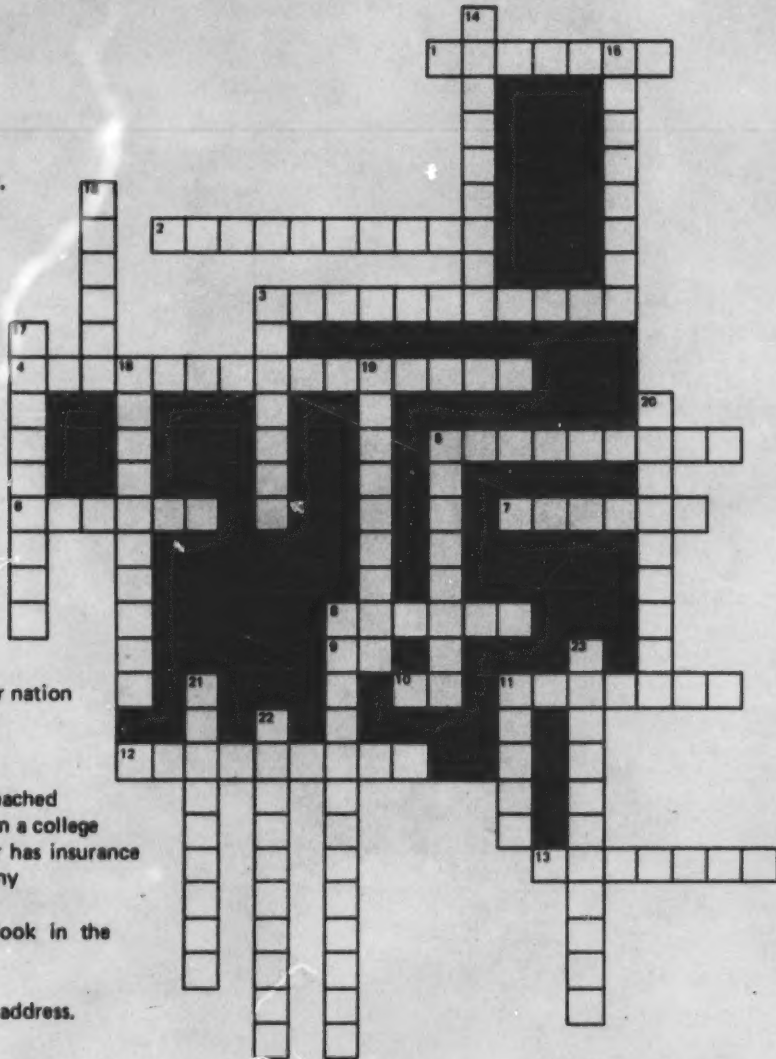
A few other words you should know include:

- authorize** To approve or permit; as in, "I authorize my employer to check with my personal references."
- falsification** Lies or false statements; as in, "Any falsification on this application will mean that you won't get the job."
- vocational goal** The kind of work you hope to be doing in a few years; as in, "What is your vocational goal?"

●Activity:

Crossword Puzzle

Complete the crossword puzzle below.



Across

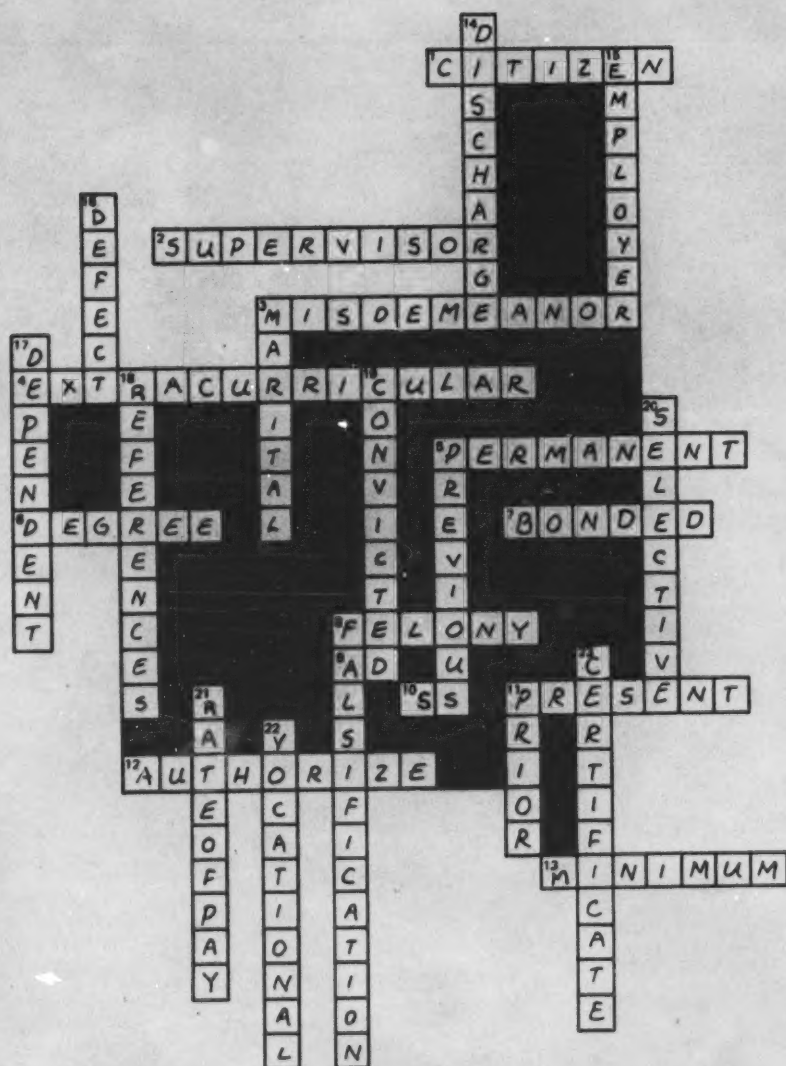
1. A person who is a member of a state or nation
2. Your boss
3. A less serious crime
4. Activities such as hobbies and clubs
5. An address where you can always be reached
6. What you earn when you graduate from a college
7. What you are called if your employer has insurance against your stealing from the company
8. A crime with a serious penalty
9. One way to look for a job is to look in the newspaper for a want _____.
10. Social Security (abbreviation)
11. Where you live now is your _____ address.
12. To approve or permit
13. The smallest amount

Down

3. If you have never been married, your _____ status is single.
5. Where you used to live is your _____ address.
8. Lies or false statements
11. All the jobs you have ever had are your _____ work experience.
14. To let go or dismiss
15. A person or company you have worked for in the past is a previous _____.
16. A permanent illness or disability is a physical _____.
17. Someone who needs another person for financial support
18. People who can tell an employer what kind of person you are
19. Declared guilty
20. The government classifies young men through _____ Service classification.
21. How much you are paid for a certain time period (three words)
22. The kind of work you want to do is your _____ goal.
23. A document proving that you have completed training in a certain skill or trade

Check your answers
on the next page.

Check your answers.



Open-Ended Questions

Application forms ask many questions about you. Most of the information asked will be easy to give, such as your address and date of birth. But you will have to think more carefully about some questions before you answer. These are open-ended questions and they require more than a yes or no answer. If you face an open-ended question about the kind of job you want and why you want it, you may wonder how much and what to say. Open-ended questions are questions that you can answer in a number of ways and still be right. Just remember:



Be brief. An employer doesn't want, or need, every detail of your thinking. Keep it short and to the point.

Be positive. Application forms with open-ended questions give you a chance to sell yourself. You can mention details that are important for the job that the rest of the form seems to have overlooked.

An open-ended question can be a golden opportunity. Be sure to take advantage of it. You may ruin your chance if you answer in a negative way. If you were an employer, what would you think if an applicant wrote, "I have no idea what kind of work I'm best suited for. I think I would like sales work, but assembly-line work might be just as good." "I'll take any salary." "I need work desperately." "My last job bored me!" Would you hire that applicant?



Let's look at sample open-ended questions that you may find on an application form.

● "Positions applied for?" "What type of work would you like?"

Be sure to list only one or two jobs. If you know of a particular job that an employer has available, name that job. An applicant who is interested in one or two jobs for which s(he) is qualified has a better chance of getting hired than an applicant who will take just any job. If you have the skills for more than one job, you may want to bring that out in the interview, but don't overload your application form.

● "Why do you think you are well qualified for this job?" "List your qualifications for the position."

List only a few important qualifications, the ones that you think would be the most useful for the job you want. Be sure to mention the abilities, interests, training, and experience you have that would be particularly useful on the job. Try to make your short list neither boastful nor too modest. You have *some* qualifications, or you wouldn't have decided to apply. Let the employer know about them.

● "What is your long-range career goal?" "How will this job further your career?" "What are your long-range plans?"

A short answer here may save you some headaches. Write down what you want to be in the future, if you know. For example, you might say athletics coach, nurse, or librarian. Be sure your goal is reachable. You have no way of knowing before you are hired that you can eventually become "President, the RICH Corporation."

● "How much money do you expect to make?" "What is the minimum salary you would consider?" "Minimum salary: _____."

State the lowest rate of pay you are willing to accept. A good rule of thumb is to find out what the job pays. You can tell from want ads how much other companies are paying for similar jobs. Sometimes your friends with the same kind of job can tell you what to expect. Sometimes you can ask for more than the starting salary, but only if you have some experience in that type of work and if your qualifications are very good. Don't ask for too much, or you may not get the job.

● **"Reason for leaving?"**

Be honest, but be positive. Instead of saying, "I hated the job," say "I wanted a more interesting job." Avoid saying that you couldn't get along with your co-workers or refused to do the work you were asked to do. If you left because your boss was unfair to you, don't say that. Just say that you were unhappy in your last job and that you would like a more challenging job.

● **"Have you ever been discharged from a job or forced to resign for misconduct or unsatisfactory service?" "Have you ever been fired? If yes, explain."**

If you resigned, were laid off, or were asked to resign, answer "no." But if you were fired, answer "yes," and explain why. Remember: don't complain about your former employer, the work you did, or anybody you worked with. If you were fired because you and your former employer argued and did not get along, write, "personality conflict."

● **"May we check with your present employer about your character and qualifications?"**

If you're looking for another job and haven't told your present employer that you will be leaving, say, "Yes, but please wait until I tell my present employer." If your employer already knows, then write "yes."

● **"May we contact your former employers?"**

Always write "yes." A "no" answer would make it look as if you were trying to avoid having the employer check with your former employers. If your former employer is no longer with the company or if the business is closed, you may want to give additional information on how s(he) can be reached.

Activity:

The Best Answer

Circle the best answer.

1. Position applied for:

- a. Clerk-Typist
- b. Any job you have
- c. Something to do with filing
- d. Shipping clerk or typist or mechanic or stock clerk

2. What are your qualifications?

- a. I don't have many qualifications.
- b. College courses in business machines, two years of experience with Handy Printing Company.
- c. I am really well qualified. I have two years experience with Handy Printing Company where I did very fine work with business machines.

3. Long-range vocational goal:

- a. Position in management
- b. Something that earns a lot of money
- c. I don't exactly know what my goals are.
- d. President of a huge international corporation
- e. I think I want to be a nurse or maybe a secretary.

4. Minimum salary:

- a. I'll take any salary.
- b. \$400 per month
- c. \$50,000 per year
- d. I don't know.

5. Reason for leaving last job:

- a. I hated my boss.
- b. I wanted a more challenging job.
- c. The pay was terrible.
- d. The work was too hard.

6. Why were you fired from your last job?

- a. My boss didn't like me.
- b. The job was so terrible that I missed work a lot.
- c. I had a personality conflict with my supervisor.
- d. Everyone was against me.

7. May we contact your former employers?

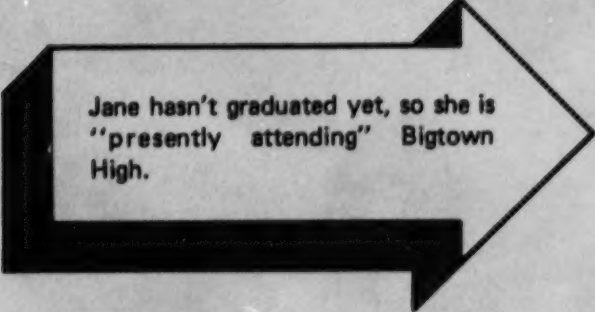
- a. Yes
- b. No

Check your answers
on the next page.

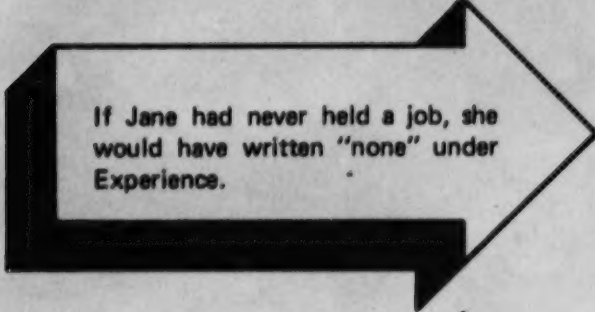
Check your answers against the correct answers below.

1. a. Clerk-Typist
2. b. College courses in business machines, two years of experience with Handy Printing Company
3. a. Position in management
4. b. \$400 per month
5. b. I wanted a more challenging job.
6. c. I had a personality conflict with my supervisor.
7. a. Yes

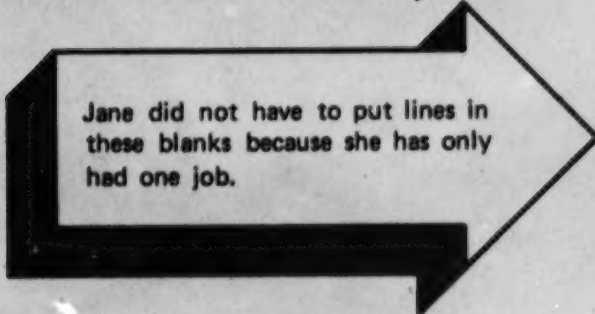
You have read about neatness, completeness, correctness, and the hard words and questions that you may see as you fill out application forms. Now remember what you've learned as you look at Jane's application form on the next page. Look it over carefully, because you will be asked to fill out the same form.



Jane hasn't graduated yet, so she is "presently attending" Bigtown High.



If Jane had never held a job, she would have written "none" under Experience.



Jane did not have to put lines in these blanks because she has only had one job.

JOB APPLICATION FORM

Personal

NAME <i>Smith, Jane Elizabeth</i>				SOCIAL SECURITY NUMBER <i>444-88-4444</i>	
ADDRESS (Street) <i>2421 Oak Dr.</i>	(City) <i>Orlando, FL</i>	(State) <i>FL</i>	(Zip Code) <i>33333</i>	PHONE (Area Code and Number) <i>(904) 555-4155</i>	
WHO SHOULD BE NOTIFIED IN CASE OF EMERGENCY (Give Name, Phone and Relationship) <i>Mr. Alan Smith 431 Main St. Orlando, FL (904) 555-2306 (FATHER)</i>					
DO YOU HAVE A VALID DRIVER'S LICENSE? ☒ Yes ☐ No			MARITAL STATUS <i>Single</i>		NO. OF DEPENDENTS <i>None</i>

Education

	Name of School	Year Graduated	Course Taken or Degree	Scholastic Average
HIGH SCHOOL	<i>Bigtown High. Orlando, FL</i>	<i>presently attending</i>	<i>General</i>	<i>B+</i>
TRADE OR BUSINESS SCHOOL	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>
COLLEGE	<i>—</i>	<i>—</i>	<i>—</i>	<i>—</i>
EXTRACURRICULAR ACTIVITIES <i>Volleyball Team, Ecology Action Group</i>				

Experience (GIVE PRESENT OR LAST POSITION FIRST. IF ADDITIONAL SPACE IS NEEDED, ATTACH SEPARATE SHEET).

I. COMPANY <i>YWCA</i>		ADDRESS <i>1503 W. Owens, Orlando, FL</i>	
TYPE OF BUSINESS/INDUSTRY <i>Recreation</i>		EMPLOYED (Month & Year) From <i>June '76</i> To <i>Aug '76</i>	
POSITION(S) HELD <i>Tennis Instructor</i>		SUPERVISOR'S NAME <i>Ms. Anne Jones</i>	
DESCRIBE YOUR DUTIES <i>Taught beginning tennis to classes of children and teenagers</i>		WHY DID YOU LEAVE? <i>summer job</i>	
DAYS LOST FROM WORK DUE TO ILLNESS <i>0</i>		INJURY <i>0</i> OTHER <i>0</i>	

II. COMPANY		ADDRESS	
TYPE OF BUSINESS/INDUSTRY		EMPLOYED (Month & Year) From To	
POSITION(S) HELD		SUPERVISOR'S NAME	
DESCRIBE YOUR DUTIES		WHY DID YOU LEAVE?	
DAYS LOST FROM WORK DUE TO ILLNESS		INJURY OTHER	

Personal References

(NAME THREE PERSONS WHO HAVE KNOWN YOU AT LEAST TWO YEARS
NOT FORMER EMPLOYERS OR RELATIVES.)

Name	Address	Phone
<i>Rev. W. M. Cross</i>	<i>342 Church St., Orlando, FL</i>	<i>(904) 483-0699</i>
<i>Ms. Pearl Short</i>	<i>1421 Elm Rd., Orlando, FL</i>	<i>(904) 801-7725</i>
<i>Dr. J. Andretti</i>	<i>Bigtown High School, Orlando, FL</i>	<i>(904) 483-9167</i>

Performance Test

Name _____

Date _____



Objective 4

Now it's your turn to fill out a job application form. Fill out the form on the next page. Use real information about yourself and your current situation. Then read and use the performance checklist below. To pass this performance test, you must have each item checked (✓). Make corrections on your application form until you can check each item, then show your completed application form to your instructor. Your instructor will use the performance checklist to rate your form.

If you made too many mistakes to correct on your first try, use the application form on page 62 and try again. Remember, you must have each item checked to pass this performance test whether you use the first or second application form.

PERFORMANCE CHECKLIST

- ____ application form neat
- ____ all appropriate blanks filled in
- ____ appropriate references given (no family members or school friends)
- ____ all information correct

JOB APPLICATION FORM

Personal

NAME				SOCIAL SECURITY NUMBER	
ADDRESS (Street)	(City)	(State)	(Zip Code)	PHONE (Area Code and Number)	
WHO SHOULD BE NOTIFIED IN CASE OF EMERGENCY (Give Name, Phone and Relationship)					
DO YOU HAVE A VALID DRIVER'S LICENSE? ☐ Yes ☐ No				MARITAL STATUS	
				NO. OF DEPENDENTS	

Education

Name of School	Year Graduated	Course Taken or Degree	Scholastic Average
HIGH SCHOOL			
TRADE OR BUSINESS SCHOOL			
COLLEGE			
EXTRACURRICULAR ACTIVITIES			

Experience (GIVE PRESENT OR LAST POSITION FIRST. IF ADDITIONAL SPACE IS NEEDED, ATTACH SEPARATE SHEET).

I. COMPANY		ADDRESS	
TYPE OF BUSINESS/INDUSTRY	EMPLOYED (Month & Year)		
	From	To	
POSITION(S) HELD	SUPERVISOR'S NAME		
DESCRIBE YOUR DUTIES			
WHY DID YOU LEAVE?			
DAYS LOST FROM WORK DUE TO ILLNESS _____ INJURY _____ OTHER _____			
II. COMPANY		ADDRESS	
TYPE OF BUSINESS/INDUSTRY	EMPLOYED (Month & Year)		
	From	To	
POSITION(S) HELD	SUPERVISOR'S NAME		
DESCRIBE YOUR DUTIES			
WHY DID YOU LEAVE?			
DAYS LOST FROM WORK DUE TO ILLNESS _____ INJURY _____ OTHER _____			

Personal References

(NAME THREE PERSONS WHO HAVE KNOWN YOU AT LEAST TWO YEARS - NOT FORMER EMPLOYERS OR RELATIVES.)

Name	Address	Phone

JOB APPLICATION FORM

Personal

NAME				SOCIAL SECURITY NUMBER	
ADDRESS (Street)	(City)	(State)	(Zip Code)	PHONE (Area Code and Number)	
WHO SHOULD BE NOTIFIED IN CASE OF EMERGENCY (Give Name, Phone and Relationship)					
DO YOU HAVE A VALID DRIVER'S LICENSE? ☐ Yes ☐ No				MARITAL STATUS	
				NO. OF DEPENDENTS	

Education

Name of School	Year Graduated	Course Taken or Degree	Schoiastic Average
HIGH SCHOOL			
TRADE OR BUSINESS SCHOOL			
COLLEGE			
EXTRACURRICULAR ACTIVITIES			

Experience (GIVE PRESENT OR LAST POSITION FIRST. IF ADDITIONAL SPACE IS NEEDED, ATTACH SEPARATE SHEET).

I. COMPANY		ADDRESS	
TYPE OF BUSINESS/INDUSTRY		EMPLOYED (Month & Year)	
		From To	
POSITION(S) HELD		SUPERVISOR'S NAME	
DESCRIBE YOUR DUTIES			
WHY DID YOU LEAVE?			
DAYS LOST FROM WORK DUE TO ILLNESS		INJURY	
		OTHER	
II. COMPANY		ADDRESS	
TYPE OF BUSINESS/INDUSTRY		EMPLOYED (Month & Year)	
		From To	
POSITION(S) HELD		SUPERVISOR'S NAME	
DESCRIBE YOUR DUTIES			
WHY DID YOU LEAVE?			
DAYS LOST FROM WORK DUE TO ILLNESS		INJURY	
		OTHER	

Personal References

(NAME THREE PERSONS WHO HAVE KNOWN YOU AT LEAST TWO YEARS - NOT FORMER EMPLOYERS OR RELATIVES.)

Name	Address	Phone

Activity:

More Practice *

Here is another application form you may want to complete for practice. Remember to fill out all blanks, be neat, and be sure the information is correct.

APPLICATION FOR POSITION					
DATE _____					
FULL NAME _____		AGE _____	DATE OF BIRTH _____	S.S. _____	
ADDRESS _____		CITY & STATE _____	ZIP CODE _____	TEL. _____	
HOW LONG HAVE YOU LIVED AT THE ABOVE ADDRESS? _____			HOW LONG HAVE YOU LIVED IN THIS CITY? _____		
FATHER'S FULL NAME _____		WHERE EMPLOYED _____			
MOTHER'S FULL NAME _____		WHERE EMPLOYED _____			
HAVE YOU PROOF OF AGE? _____		IS ANYONE DEPENDENT ON YOU FOR SUPPORT? _____		WHO? _____	
IF MARRIED, HUSBAND'S OR WIFE'S NAME _____					
WHERE EMPLOYED? _____					
NO. CHILDREN _____ AGES _____					
HAVE YOU EVER BEEN IN THE EMPLOY OF LONGWORTH CO.? _____					
IF SO, WHEN AND WHERE? _____					
HAVE YOU A RELATIVE NOW EMPLOYED BY LONGWORTH CO.? _____					
IF SO, GIVE NAME AND RELATION _____					
WHERE EMPLOYED? _____					

MARK "X" IN SQUARE THAT FITS YOUR CASE

☐ SINGLE	☐ LIVING W/PARENTS
☐ MARRIED	☐ HOUSEKEEPING
☐ WIDOWED	☐ LIVING W/RELATIVES
☐ SEPARATED	☐ BOARDING
☐ DIVORCED	☐ ROOMING

EDUCATION	NAME AND LOCATION OF SCHOOL	YEARS ATTENDED	COURSE PURSUED	DATE LEFT	DID YOU GRADUATE?
HIGH SCHOOL					
COLLEGE					

*POSITION APPLIED FOR _____ FULL TIME _____ PART TIME _____ SAT. ONLY _____ **TEMPORARY _____

**IF TEMPORARY POSITION PLEASE INDICATE.

I UNDERSTAND FALSIFICATION OF ANY PART OF THIS APPLICATION MAY RESULT IN DENIAL OF EMPLOYMENT OR DISMISSAL.

SIGNATURE OF APPLICANT _____

LAST EMPLOYER _____	POSITION _____	DATE EMP. _____	DATE LEFT _____
ADDRESS _____	SALARY _____	MO. _____	MO. _____
KIND OF BUSINESS _____	REASON FOR LEAVING _____	YR. _____	YR. _____

2ND LAST EMPLOYER _____	POSITION _____	DATE EMP. _____	DATE LEFT _____
ADDRESS _____	SALARY _____	MO. _____	MO. _____
KIND OF BUSINESS _____	REASON FOR LEAVING _____	YR. _____	YR. _____

NAME TWO REFERENCES (NOT RELATIVES), STATING BUSINESS OR PROFESSION, WHO HAVE KNOWN YOU OVER ONE YEAR:

1: NAME _____ ADDRESS _____ OCCUPATION _____

2: NAME _____ ADDRESS _____ OCCUPATION _____

APPLICANT MUST NOT WRITE BELOW THIS LINE

APTITUDE TEST _____ % EXIT INTERVIEW MADE? _____ BOND APPLICATION COMPLETED? _____

REFERENCES SENT DATE _____ REFERENCE REPLY REC'D. DATE _____

OFFICE RECORD

DATE EMPLOYED _____ FULL TIME _____ PART TIME _____ SAT. _____ **TEMPORARY _____

DEPARTMENT _____ SALARY _____ NUMBER OF WORKING PAPER OR CERTIFICATE OF AGE _____

DATE TERMINATED _____ REASON _____

REMARKS: _____

*This activity is optional.

Interviewing for a Job

Imagine this scene: You are sitting nervously in a small room with one other person. This person is staring at you across a desk. You have been given about 15 minutes to convince this person to hire you for a job you really want, and at the same time you must find out all that you want to know about the job. You know that whatever you say will affect your chances of getting the job you want. You know you can't afford to make mistakes! Where are you? You guessed it: at the job interview. How can you prepare yourself for this important meeting? How will you know how to act during the interview and how to follow up an interview? This section of the unit will tell you how.



What is an interview? An interview is a short conversation between you and the person who may offer you a job.

When will you be interviewed? Sometimes employers will interview you as soon as they meet you. However, most of the time an employer will interview you right after you fill out an application form. Another common practice is to schedule an interview for a few days later, which gives the employer a chance to look over your application form. You may even be interviewed by several people in the same company.

Tips for a Successful Interview

Here are a few tips to help you get ready for your interview.

- Have your resume or personal fact sheet ready.
- Know something about the company that you are going to interview with.
- Know what you have to offer an employer.
- Make a list of questions to ask the interviewer.
- Go to bed early the night before your interview.
- Dress appropriately for the job you are interviewing for.
- Plan to go alone.
- Take a pen, a pencil, and some paper to write down any directions or notes the interviewer gives you.

Plan to go early for your interview since unexpected last minute problems can make you later for your appointment. Be sure you know the address of the company and the name of the interviewer. Give yourself plenty of time to get to the office. Try to arrive at least 10 minutes early.

It is important that you use your best manners and be pleasant to everyone in the interviewer's office. Good manners create a good impression of you. When you arrive for your interview, tell the receptionist who you are, why you are there, and at what time your appointment is scheduled. Then sit down and wait patiently.

Decide in advance what you're going to say about yourself and how you are going to say it. By doing this, you will show the interviewer that you were serious enough about the job to think about the interview before you came. Interviewers are more likely to hire applicants who have prepared for their interviews. This shows a real interest in the job.

When you are called into the interviewer's office, greet the interviewer by name if you know it and can pronounce it correctly. If s(he) offers to shake hands, do so with a firm, steady grip. Don't sit down until you are asked to.





Let the interviewer take the lead in the discussion. Respond to the interviewer's questions by speaking loudly enough to be heard and slowly and clearly enough to be understood. Answer the questions as well as you can. Try not to answer a question with just a yes or no. Instead, give a short explanation. Also look at the interviewer when you are talking and when you are listening. This is called *keeping eye contact*.

Try to stay calm during the interview. The interviewer will understand if you're a little nervous, but don't get upset. Don't nervously twist your hair, thump your fingers, move around in your chair, cover your mouth with your hands, tap your feet, or play with objects on the table or desk. Don't chew gum or smoke even if the interviewer offers you a cigarette.

Watch the interviewer for signs that the interview is almost over. If s(he) hands you an application form to fill out, take it and wait until the interview is over before you fill it out. Make sure you thank the interviewer for spending time with you. You should also ask when you can expect to hear whether you've been hired.

Activity:

Interview Behaviors

For this activity, you will need the help of one other student. You will practice some of the behaviors that you need to use in an interview. In this activity, the main point is for you to do these behaviors correctly. The behaviors are listed in the Interview Behaviors Checklist. Don't worry about what you should talk about in the interview. This comes later in the unit.

To get started, ask your instructor to assign you a partner for this activity. One student will play the role of the person being interviewed (the applicant), while the other will be the interviewer. Before you start, read the checklist below. These are the behaviors the applicant will practice.

Tips for the interviewer: Before the interview begins, decide whether you will offer to shake hands with the applicant. Don't forget to invite the applicant to sit down. Then ask him/her some questions, such as what occupation s(he) is interested in, what his/her hobbies and interests are, and what his/her educational plans are. The interview should last about five minutes.

Tips for the applicant: Your role is to perform all the behaviors in the Interview Behaviors Checklist. When the interviewer asks you questions, pay attention and answer them.

To keep score: The interviewer will put a "1" in the appropriate blank if the applicant correctly performs the behavior. If the behavior is not done correctly, the applicant will get a "0."

When you have finished, your partner and you will trade places. The student who played the role of interviewer will then play the role of the applicant. Good luck!

INTERVIEW BEHAVIORS CHECKLIST

	Score
As the person being interviewed, you:	1 or 0

1. tell the receptionist who you are, why you are there, and at what time you have an interview.

Example

"Hello. My name is (your name). I have an interview at two o'clock."

2. politely greet the interviewer.

Example

"Good morning. I'm (your name)."

60

3. shake hands firmly if the interviewer offers to.

Example

When the interviewer offers to shake hands, the applicant shakes hands.

4. stand up straight until the interviewer invites you to sit.
5. use good speaking manners.

Example

The applicant speaks clearly and loudly enough to be heard and slowly enough to be understood.

6. listen carefully.

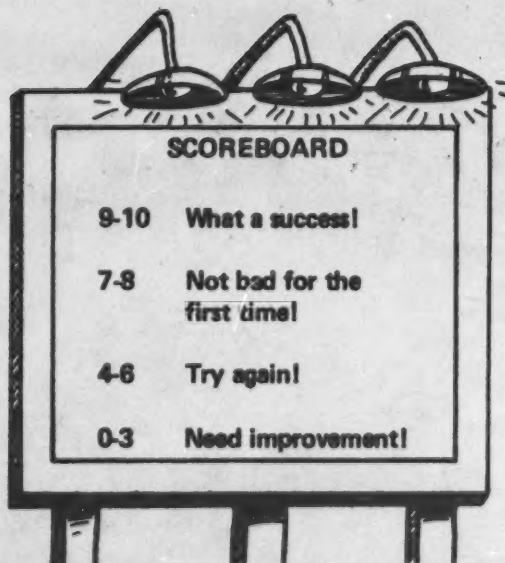
Example

The applicant listens so carefully that s(he) doesn't have to ask the interviewer to repeat a single question.

7. keep eye contact with the interviewer.
8. do not talk too much or interrupt.
9. do not act nervous.
10. thank the interviewer.

Examples

"Thank you. When may I call you back?" "Thank you for your time and for considering me for the job."



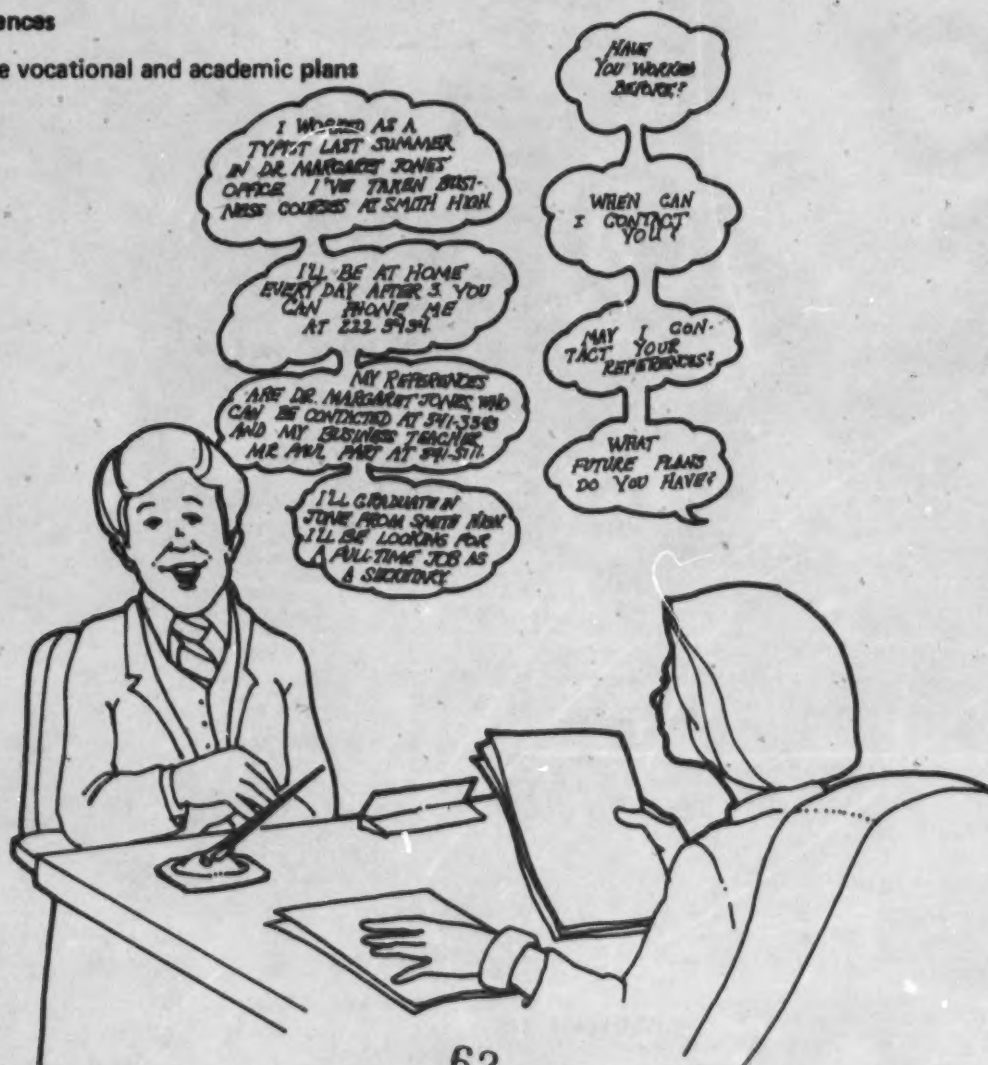
If you are losing points, review pages 64-66.

Your Interview

Anytime you're in an interview, ask questions. It's up to you to make sure that you *give* the interviewer information about yourself and that you *get* information about the job.

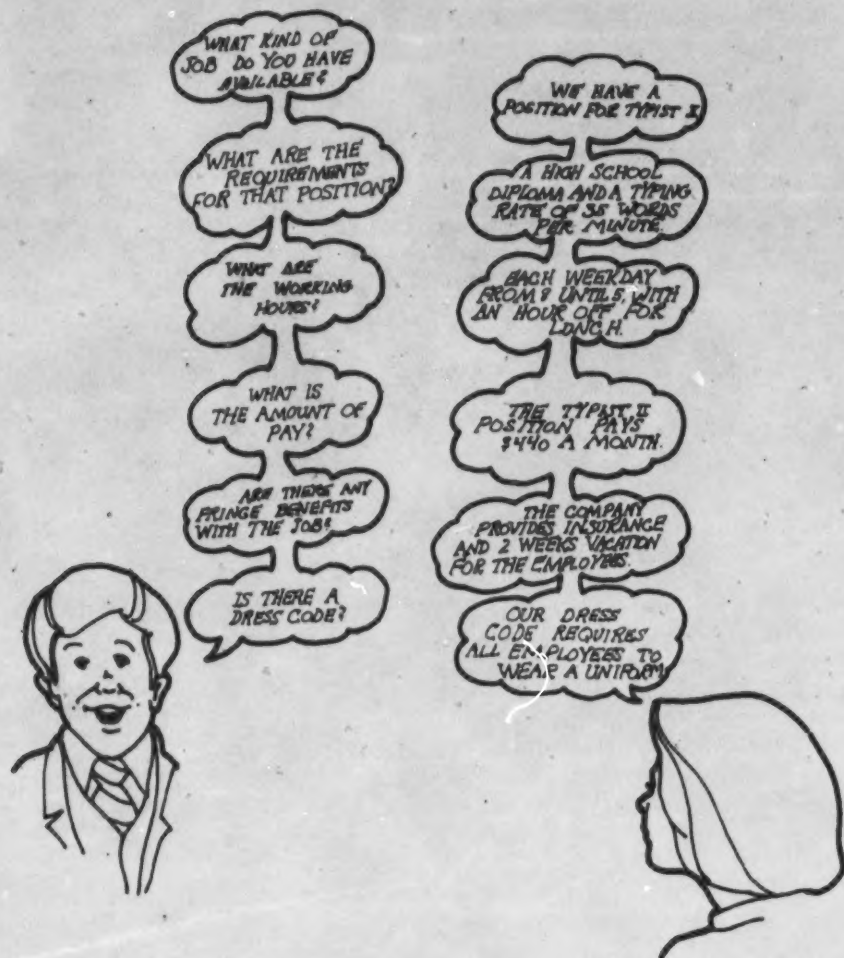
You should **GIVE** this information about yourself:

- your name
- the job you're applying for
- your experience
- your education and training
- how you can be contacted
- your references
- your future vocational and academic plans



You should find out about the job from the interviewer. Be sure to GET the following information about the job:

- the kind of job (duties to be performed)
- the job requirements (training and work experience necessary)
- chances for advancement
- working hours
- amount of pay
- fringe benefits
- dress code



Activity:

Kinds of Information

1.

Pretend that your best friend, Becky, is going for an interview. You and Becky are discussing what to say in an interview, but she tells you that she is confused about what to ask the interviewer and what to tell the interviewer. What kind of information would you tell her to *give* the interviewer?

What kind of information would you tell Becky to *get* from the interviewer?

2.

Listed below are 11 kinds of information often exchanged during an interview. On the next page is a conversation between an interviewer and a job applicant. After several of the sentences you will find a blank. In each blank write the number from the list below that corresponds with the kind of information given.

- a. chances for advancement
- b. applicant's experience
- c. future vocational plans
- d. job requirements (training and work experience necessary)
- e. references
- f. applicant's name
- g. working hours
- h. the job he is applying for
- i. how the applicant can be contacted
- j. kind of job (duties to be performed)
- k. amount of pay

Applicant: Hello, Ms. Smith. My name is Bob Hall. (1)___ I called you yesterday from the vocational school about your job opening in the shipping department. I'd like to apply for the position of shipping clerk. (2)___

Interviewer: Come in, Bob. Please sit down. I remember your call, and I've been waiting to talk with you about the position. Tell me, Bob, have you had any experience or training in a shipping department?

Applicant: Yes, I worked for two years in the shipping department at William's Department Store in Honeyville before I moved here. (3)___

Interviewer: Why did you leave that job?

Applicant: I moved here in order to attend the vocational school at night.

Interviewer: Do you intend to stay in the shipping business, Bob?

Applicant: I hope some day to become a store manager. (4)___ I'm taking courses in management now.

Interviewer: I see. Let me give you some information about the job. You would be working in the shipping and receiving room. You would handle all the goods that we ship out. (5)___ We do require some experience in a shipping department. We also are looking for someone who is willing to take courses or receive on-the-job training. And we're interested in someone who plans to stay with the company. (6)___ We have a good plan for promotion here. With training, you can work your way up to department manager within a few years. (7)___

Applicant: What are the hours?

Interviewer: The hours are 9 to 5, five days a week. (8)___ We start at the minimum wage but have regular increases. (9)___

Applicant: I would really like to work for your company.

Interviewer: Well, we will certainly consider you for the position, Bob. Can you give me the names of some people we can contact as references?

Applicant: Yes, here is a list of my references and where they can be reached. (10)___

Interviewer: Very good. Where can we reach you?

Applicant: My address is 281 Westbrook Drive. My telephone number is 221-8781. (11)___ I'm usually at home during the day.

Interviewer: We will be calling you, Bob. Thank you for coming in.

Applicant: Thank you, Ms. Smith. I'll be waiting to hear from you.

Turn the page
to check
your answers.

Check your answers against those below.

1. Tell Becky to *give* her name, the job she is applying for, her education and training, her experience, how she can be contacted, her references, and her future vocational and academic plans.

Tell your friend to *get* information about the kind of job, any job requirements, chances for advancement, working hours, the amount of pay, fringe benefits, and the dress code.

2. Here are the correct answers.

1. f applicant's name
2. h the job he is applying for
3. h applicant's experience
4. c future vocational plans
5. j kind of job (duties to be performed)
6. d job requirements (training and work experience necessary)
7. a chances for advancement
8. g working hours
9. k amount of pay
10. e references
11. i how the applicant can be contacted

The Interviewer's Questions

What kinds of questions will interviewers ask you? How should you answer? No two interviews or interviewers are alike. Here are some general rules to follow when you are answering an interviewer's questions.

- Give correct information.
- Give the facts about yourself briefly.
- Have a positive attitude.

Don't be surprised if the interviewer asks a few unexpected questions such as, "What can this company do for you?" or, "Tell me a little about yourself." Be ready for these questions. Think before you answer.



Here is a list of questions that interviewers ask. Use it to help prepare yourself for an interview. As you read the questions, think about how you would answer.

Personal

Do you get along with others?

Tell me something about yourself.

How will you get to and from work?

What do you view as your strong points? Weaknesses? (as it relates to the job)

How often were you absent from school or work last year?

Physical

Do you have any physical condition that may affect your job performance?

Have you had any serious illness or injury?

Educational

What were your favorite courses in school? Least favorite?

Do you plan to further your education?

Vocational

What training have you had?

Are you willing to move to another city?

What would you like to be doing five years from now? Ten years?

Why did you choose this company?

What kind of work experience have you had?

Why did you leave your last job?

What are your special qualifications? What can you offer this company?

What salary do you expect?

Do you need close supervision or do you prefer to work on your own?

Do you prefer working with others or working by yourself?

Who are your references?

Are you looking for permanent or temporary work?

When can you begin work?

Why do you think I should hire you?

What are your vocational goals?

What type of position are you interested in?

For each question below, you will find a correct and an incorrect reply given. Read the questions and answers carefully to get an idea of the best way to answer interview questions.

QUESTIONS

ANSWERS

	Good Answers	Bad Answers
What job do you want to apply for?	I'd like to apply for the shipping clerk position.	Well, I don't know. I guess I'll take anything you have open.
Why did you leave your last job?	I felt I would be better suited to working in a smaller company.	I had a terrible boss. She couldn't get along with anybody, especially me, so I decided to quit.
How do you feel about your last job?	The working conditions were fair, but I prefer a different kind of job.	It was awful. The pay was terrible and the hours were too long. Besides, a lot of people there were hard to get along with. They were always asking me to do more than my share.
Are you looking for full- or part-time work?	I prefer a full-time position. However, I am willing to accept a part-time position to begin with.	I'm interested only in a full-time job.
What kinds of tools are you able to use?	I've had experience with basic carpentry tools. Also, I've had limited experience operating a crane.	Oh, I guess I can handle just about any tool or piece of equipment there is!
Have you had any courses or training to prepare you for this job?	Yes. Here is a list of the courses I've taken. I'd be glad to explain what each one was about.	I had some night courses. I can't remember the names or exactly what they were about.
Do you have any work experience?	Here is a copy of my resume. As you can see, I've had experience with shipping and receiving goods in a large department store.	I've done just about every kind of work you can mention. I was a top-notch shipping and receiving clerk on my last job.
What hours will you be available for work?	I can adjust to the needs of the company, although I prefer to work in the daytime.	I don't like to work at night or on the weekends or early in the morning.
Why did you choose this company to apply for a job?	I'm interested in the work you do here, and the working conditions seem pleasant.	It looks like a nice place to work, and I hear it is easy to work here.
I see that you dropped out of school. Why did you do that?	My family needed the money, and so I had to go to work full-time to help out.	Well, we needed the money really bad. I hated school anyway.
Are you satisfied with the salary for this job?	I think the salary will be enough to support me. I'd like to find out about company benefits and possibilities for advancement.	Well, it isn't much. How about benefits? Do the employees get a lot of sick leave and holidays?
Have you ever had a serious illness or injury?	I've never had any illness or injury that would affect my job.	I've never been sick a day in my life.
How many days did you miss on your last job?	I missed several because of illness and two days because of a death in the family.	I missed a lot. I was sick a lot because I disliked my job.

Activity:

Hard Questions

After reading each situation below, circle the *best* answer.

- 1** Susan is at a job interview. The interviewer asks her which job she is applying for. Which is the best reply?
 - a. I guess I'll take anything that's open.
 - b. I don't know. What do you suggest?
 - c. I'd like to apply for the clerk-typist position.
 - d. I want a job that pays well and has regular hours.

- 2** The interviewer asks Bob why he left his last job. Which is Bob's best reply?
 - a. I wanted to work for a company closer to where I live.
 - b. The working conditions at my last job were really bad.
 - c. I wanted a job where I could develop my full potential and advance.
 - d. I hated the president of the company.

- 3** The interviewer asks Alice if she has had any special courses or training to prepare her for the secretarial job she is applying for. Which is the best reply?
 - a. I have had some typing and shorthand.
 - b. Yes. Here is a list of the typing and shorthand courses I've had.
 - c. I had some business courses one year, but I can't remember exactly what they were about.
 - d. I feel that every course I had in high school helped prepare me for this job.

- 4** The interviewer asks Ted why he applied for a job with this particular company. Which is Ted's best reply?
 - a. It is the only company in this area with any job openings.
 - b. I'm really interested in what you're doing here.
 - c. I've heard that you have a lot of fringe benefits.
 - d. It is the company closest to my home.

- 5** The interviewer asks Barbara if she is interested in part-time work or full-time work. She would like a full-time job but will consider part-time work. Which is her best reply?
 - a. I'm only interested in a full-time job.
 - b. I'm looking for a full-time job, but I'm willing to start with a part-time position.
 - c. Part-time work doesn't pay enough.
 - d. I'll have to think about it and let you know.

Check your answers
on the next page.

Check your answers.

1. c. I'd like to apply for the clerk-typist position.
2. c. I wanted a job where I could develop my full potential and advance.
3. b. Yes. Here is a list of the typing and shorthand courses I've had.
4. b. I'm really interested in what you're doing here.
5. b. I'm looking for a full-time job, but I'm willing to start with a part-time position.

Name _____

Date _____

Self-Test

Objective 5

List four kinds of information *about yourself* that an employer may ask you to *give* in the interview.

- 1 _____
- 2 _____
- 3 _____
- 4 _____

Objective 6

List four kinds of information *about the job* that you should *get* during the interview.

- 1 _____
- 2 _____
- 3 _____
- 4 _____

Check your answers on the next page.

Answers to Objective 5

The information about yourself that you should *give* the interviewer includes:

- your name
- the job you are applying for
- your experience
- your education and training
- how you can be contacted
- your references
- your future vocational and academic plans

If you were not able to list at least three of the above, review pages 70-74.

Answers to Objective 6

The information about a job that you should *get* from the interviewer includes:

- kind of job (duties to be performed)
- job requirements (training and work experience necessary)
- chances for advancement
- working hours
- amount of pay
- fringe benefits
- dress code

If you were not able to list at least three of the above, review pages 70-74.

● **Activity:**

Interview Do's and Don'ts

For each statement below, write
"yes" if the action is correct and
"no" if it is incorrect.

- ___ 1. Carol arrived on time for her interview.
- ___ 2. Barry appeared well-groomed for his interview.
- ___ 3. Ralph chain-smoked during the interview.
- ___ 4. Sam talked a lot about what he would like to do; as a matter of fact, the interviewer had to interrupt him several times.
- ___ 5. Mary told the interviewer that she hopes she gets the job because she really needs the money.
- ___ 6. When beginning the interview, Barbara introduced herself and shook hands when the interviewer offered.
- ___ 7. Linda made a note of the day and the time she was supposed to call the interviewer back.
- ___ 8. Most of the time Jim did not look at the interviewer when she was talking to him.
- ___ 9. Mary asked the interviewer about the possibilities for advancement.
- ___ 10. Ross asked the interviewer several questions about the duties of the job he was applying for.
- ___ 11. After the interviewer talked with her about the nature of the job, Marie asked what fringe benefits were included.
- ___ 12. Before the interviewer started to talk, John told him that he needed at least \$750 a month to start and raises every six months.
- ___ 13. Joan asked the interviewer whether the job was permanent or temporary.
- ___ 14. Bobby walked in, looked around, and then asked, "Could you use a good painter in this joint?"
- ___ 15. After the interviewer told Lisa that the job paid \$2.50 per hour, Lisa asked if he knew of any companies that had jobs that paid more.
- ___ 16. Betty Lou wanted to move to Orlando, and so when she called companies that had offices in that area she always asked, "May I meet you to discuss possible employment in Orlando?"
- ___ 17. The first thing Leon wanted to discuss was when he could get his vacation time off and if he had to work on holidays.
- ___ 18. Mary did not know what to expect from the interviewer, and so she started by saying, "I have no idea what you want to know about me."

● Check your answers
on the next page.

Check your answers.

- yes 1.
- yes 2.
- no 3.
- no 4.
- no 5.
- yes 6.
- yes 7.
- no 8.
- yes 9.
- yes 10.
- yes 11.
- no 12.
- yes 13.
- no 14.
- no 15.
- yes 16.
- no 17.
- no 18.

Activity:

Interview Mistakes

Read the script below. What five mistakes did the applicant make? List each mistake in the blanks at the end of the conversation.

Applicant: Are you the manager? I'm here to interview for the auto mechanic job.

Manager: Yes, I'm Paul Jones and I'm the manager here. The job is still open. It's hard work. It means working six days a week from 9 until 6. We provide work clothes but no other fringe benefits.

Applicant: I'll be graduating from Smith High in June. I went through their auto mechanics program.

Manager: Well, you may qualify for the job. It pays \$2.50 per hour. If you're a good worker, there's a chance for advancement. What part of automotive mechanics are you interested in?

Applicant: Oh, it doesn't matter. I'm trying to start in any department and learn all I can.

Manager: What did you say your name is? Do you have a reference I can call?

Applicant: Yes, I got a reference. You can talk to my auto mechanics instructor over at the high school. I don't know his phone number.

Manager: Okay. I'll get in touch with you if something comes up.

Applicant: I hope you do because I really need money, and jobs are hard to find these days.

What mistakes did the applicant make?

- 1 _____
- 2 _____
- 3 _____
- 4 _____
- 5 _____

Check your answers on the next page.

Check your answers. Here are six mistakes you might have mentioned.

- 1. The applicant didn't give his name.**
- 2. He didn't ask about the job duties.**
- 3. He didn't give the name of his reference.**
- 4. He didn't say where or how he could be contacted.**
- 5. He didn't thank Mr. Jones, the interviewer, at the end of the interview.**
- 6. He talked about how much he needed the job.**

Your Appearance at the Interview

A neat appearance is a must. If you impress the interviewer with your neat appearance and good grooming, it may mean a job offer. Looking as if you have given no thought to your appearance will not help you get the job. Don't overdress as for a party or dress too casually in cut-offs and T-shirts. Dress for the interview as you would expect to dress for the job. For example, if you were applying for a job as a delivery person, you wouldn't wear a suit. You would wear a sports shirt and slacks if you are a male, or a blouse and skirt or slacks if you are a female.

THIS IS WHAT YOU WANT.

APPROPRIATE DRESS

THIS IS HOW YOU GET THERE.

Dress for the job you're applying for
No hats, jeans, or T-shirts
Check buttons and zippers
Dress simply and in good taste—no fads!
Clean, wrinkle-free clothes
Polished shoes
Clothes in good repair

GOOD GROOMING

Hair clean and neatly combed
No odor
Brushed teeth
Clean shaven for males
Makeup not overdone for females
Clean nails and hands
No gum chewing

GOOD POSTURE

Don't slouch
Sit straight in chair

POSITIVE ATTITUDE

Pleasant expression
Alert
Interested

Activity:

What Did They Do Wrong?

Look at the pictures below. These people think that they are ready to be interviewed. What did each of them do wrong? Write your answer in the space provided.



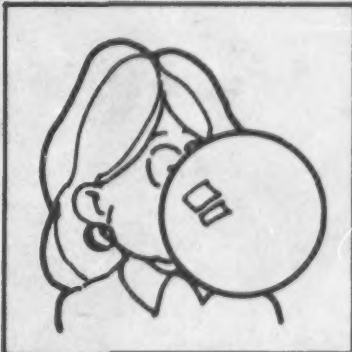
A _____



B _____



C _____



D _____



E _____



F _____

Check your answers on the next page.

Check your answers.



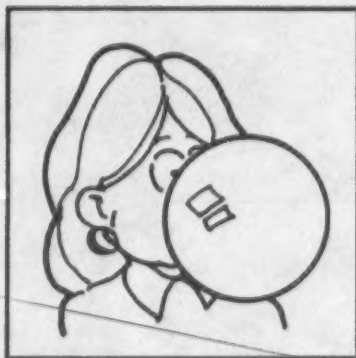
A The applicant's clothes are
not in good repair.



B The applicant has messy,
uncombed hair.



C The applicant is slouching
and has not removed his hat.



D The applicant is chewing
gum.



E The applicant needs a
close shave.



F The applicant's shirt is
buttoned incorrectly.

Name _____

Date _____

Performance Test

For Objectives 7 and 8, you will have to plan ahead. You'll come to class dressed appropriately for a job that you and your teacher have decided on. Then you'll demonstrate how you would interview for that job. Read the performance tests below for more information.

Do it! Objective 7

Ask your instructor to schedule a day for you to come to class dressed appropriately for an interview. On that day, your instructor will use the checklist below to rate your appearance. Look back on page 87 for the explanation of each item in the checklist. Use this information to help you decide how to dress. Place a check (✓) beside each item that describes your appearance. All four items must be checked for you to pass the objective.

PERFORMANCE CHECKLIST

- ___ appropriate dress
- ___ good grooming
- ___ good posture
- ___ positive attitude

Turn the page to do the performance test for Objective 8.

Performance Test



Objective 8

Now you will show how to interview for a job. Use all the things you've learned in this unit. This objective requires you to role-play an interview. Your instructor will play the role of the interviewer or will appoint someone else for this role. You will be the job applicant. Your instructor will use the performance checklist below to rate your performance. To pass the objective, you must have all the correct behaviors checked "yes," and all the incorrect behaviors checked "no."

PERFORMANCE CHECKLIST

Correct Behaviors

yes

no

☐☐

Did the student introduce himself/herself?

☐☐

Did the student keep eye contact with the interviewer throughout the interview?

☐☐

Did the student speak slowly, loudly, and clearly enough to be understood?

☐☐

Did the student give appropriate information about himself/herself, such as experience, the job applied for, education and training, how s(he) can be contacted, references, and future plans?

☐☐

Did the student get the necessary job information from the interviewer, such as the kind of job, job requirements, chances for advancement, hours, pay, fringe benefits, and dress code?

☐☐

Did the student give brief, but complete, answers?

☐☐

Did the student appear to have a positive attitude?

☐☐

Did the student thank the interviewer?

Incorrect Behaviors

yes

no

☐☐

Did the student move around, or nervously toy with something?

☐☐

Did the student chew gum?

☐☐

Did the student pause for long periods?

☐☐

Did the student put his/her hand in front of his/her mouth while speaking?

After You Apply

Your Follow-Up Letter

Before you leave the interview, you should thank the interviewer for spending time with you. If you are offered a job during the interview, be sure to thank the interviewer and let him/her know that you will do your best on the new job. If you aren't sure whether to accept the job, ask the interviewer if you can call back with your answer in a day or two. (Be sure to say exactly when you will call.)

Sometimes you will receive a letter offering you the job several days after the interview. If this happens, contact the employer right away.



If you want the job, say so. If you don't want the job, immediately tell the employer that you are no longer interested.

If at any time you accept another job, let the interviewer know. The employer who interviewed you will be pleased that you let him/her know that you are no longer interested in the job. That way the interviewer can quit counting you as being interested in that job.

If you sense immediately after an interview that you will not be offered the job, think about what went wrong and use this information to help you do better in your next interview. Keep in mind that not all job interviews are successful.

In any case, it is a good idea to write a follow-up letter. This is a letter which:

- thanks the interviewer for talking with you about the job
- tells the interviewer that you are interested in the job
- tells the interviewer that you think you are qualified for the job.

The employer will appreciate your thoughtfulness, and you may even get the job because of your follow-up letter.

Look at the sample follow-up letter on the next page. Follow-up letters should be typed, like this one, or written neatly in ink.

SAMPLE FOLLOW-UP LETTER

DON'T FORGET
THE HEADING

619 Appleyard Way
Pensacola, Florida 32503
May 10, 1976

INCLUDE THE NAME
AND ADDRESS OF
THE INTERVIEWER

Mr. Andrew Smith
Engle's Roofing Company
1800 Palafox Street
Pensacola, Florida 32502

USE A COLON
AFTER THE
SALUTATION

Dear Mr. Smith:

THE SALUTATION SERVES
AS A GREETING TO
THE PERSON YOU
ARE WRITING TO

Thank you for taking time to talk with me on Friday. The clerk-typist position that we discussed interested me greatly. I believe I have the qualifications to do the job well and hope that you will consider me for the position.

I look forward to hearing from you. Thank you again for your time and consideration.

THIS IS THE BODY
OF YOUR LETTER

Sincerely,

Penny Page
Penny Page

THIS IS YOUR
CLOSING

YOUR
SIGNATURE

Activity:

Follow-Up Letter

A follow-up letter should cover three points: thanking the interviewer for talking with you about the job, telling the interviewer that you are interested in the job, and telling the interviewer that you are qualified for the job.

Sarah wrote a follow-up letter after her interview with Ms. Fleming, but she forgot a very important sentence. See if you can write the missing sentence for Sarah.

222 Second Street
Bigtown, Florida 33300
November 2, 1976

Ms. Melanie Fleming
Quick Transportation Company
999 Central Circle
Bigtown, Florida 33300

Dear Ms. Fleming:

Thank you for the interview we had last Friday. I am very interested in the radio dispatcher job that we discussed.

Sincerely,

Sarah Sure
Sarah Sure

What sentence would you have added to Sarah's letter?

Check your answer on the next page.

97

Check your answer.

Sarah should have told Ms. Fleming that she was qualified for the job. Your sentence should be something like these examples:

"I am sure I could do a good job for your company and would appreciate being considered for the position."

"I believe I am qualified for the job and hope you will consider me for this position."

Performance Test

Name _____

Date _____



Objective 9

Write a follow-up letter. Pretend that you were interviewed for a job as a cashier. The interviewer was Ms. Emma Davis of the Central Grocery Store at 411 Hartford Avenue, Tallahassee, Florida 32303.

Before you write your follow-up letter, read the performance checklist for this objective. Each of the items in the checklist should describe your letter. If your follow-up letter is not correct according to the checklist below, write it over before showing it to your instructor for his/her approval.

Your instructor will use the checklist below to rate your letter. All blanks must be checked (✓) for you to pass the objective. Now write your letter on the next page.

PERFORMANCE CHECKLIST

- _____ Letter contains a statement such as, "Thank you for the interview."
- _____ Letter contains a statement such as, "Please consider me for . . . (mention job title)."
- _____ Letter contains a statement such as, "I believe I am qualified" or, "I think I could do a good job."
- _____ Letter is neat.
- _____ Format is correct. (Follows letter format shown on page 95)

Write your follow-up letter here.

Preemployment Tests

Many employers and companies use preemployment tests to find out more about an applicant's ability. These tests are related to the job or jobs the applicant is applying for. If the job is for an equipment assembler in a factory, for example, an applicant may be asked to take a test to see how well s(he) uses his/her hands. If the job is for a file clerk, an applicant may be asked to take a test that includes coding or sorting.

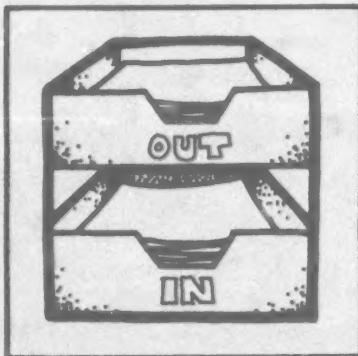
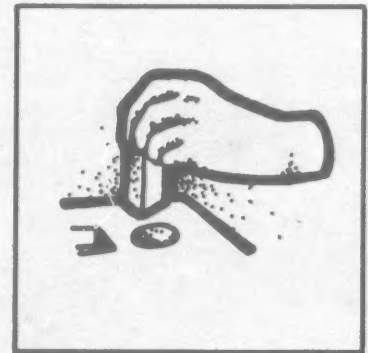
What are some commonly used types of preemployment tests?

The three basic types of tests are: (1) a paper-and-pencil test, (2) a dexterity test, and (3) a working test. Most tests are timed, and the person giving the test is usually not allowed to give you any help other than reading the directions aloud.



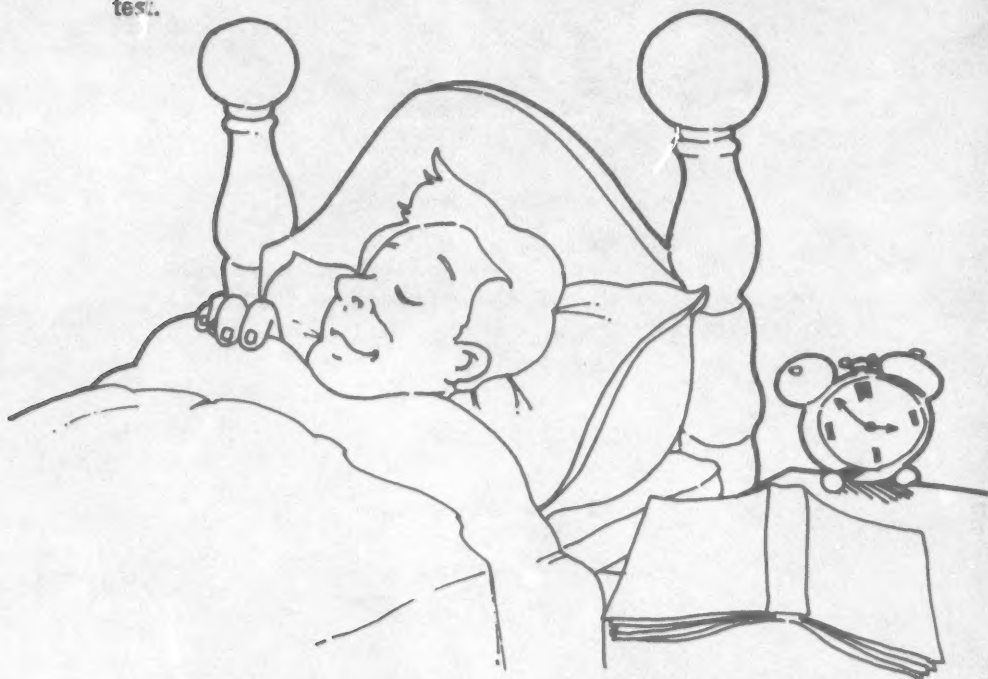
The **paper-and-pencil test** is often a standardized test. Standardized means that the test must be given and taken in a specific manner. Often, answers must be placed on a separate answer sheet that can be scored by a machine. These tests are almost always timed and you are expected to work without any help, books, or notes.

A **dexterity test** requires you to show how well you work with your hands. You may be asked to place similar-size parts together, put together and take apart different parts, or handle parts with tools. These tests are almost always timed.



A **working test** involves job skills. For example, a typing test would involve actually typing sample paragraphs. These tests are usually timed. An in-basket test is a special kind of working test. It is usually used for office or administrative jobs. In this test, the applicant must go through an in-basket and make decisions concerning each paper in the basket. The test usually takes several hours.

You can do several things to help yourself do well on a preemployment test. First, prepare ahead of time. Practice the skills you will be tested on. Get plenty of rest the night before, and eat a good breakfast. Make sure that you bring the necessary supplies. Take a pen, some No. 2 pencils, an eraser, a watch, and a notepad. Above all, try to remain calm and not become anxious or upset about the test.



Before you begin to take a preemployment test, *read and understand the directions thoroughly*. On some tests the person who gives the test will tell you the directions. In any case, ask questions if you don't know what you should do. On some tests, sample questions and answers are included with the directions. If so, work through them carefully so you will understand how to take the tests. Also, notice whether the test has a time limit.

Before you answer any questions, *quickly look over the entire test*. See what kinds of items are included, and how many of each there are. Are some multiple choice? Are others fill-in-the-blank? If you have a watch, estimate half of the total time and mark the approximate middle of the test. This will help you pace yourself throughout the test and not waste time on hard questions. Some tests are made so that you can never finish all the items, so don't feel bad if you do not answer every question. Just work as quickly as you can without making wild guesses. If you get stuck on an item, *skip it and go on to the next question*. You can always go back to any unanswered questions if you finish early.

Keep these steps in mind when you take a preemployment test.

Before the test

- Practice the skills on which you may be tested.
- Get plenty of rest the night before.
- Take supplies (pen, pencils, eraser, watch, notepad).
- Don't get anxious or upset about the test.

During the test

- Read and understand the directions.
- Look over the whole test quickly.
- Pace yourself by figuring out how much time you can spend on each question or section.
- Read each question carefully.
- Save for last those hard questions that you can't answer quickly.
- Go back to any questions you've skipped.

These steps can also help you do well on your school tests.

Activity:

Test-Taking Mistakes

1 Each of the people in the following situations made a mistake in taking a preemployment test. What went wrong? (You may want to refer to the checklist on page 104.)

a. The night before she went to take a preemployment test, Gloria went to the Hip-O Disco. She had a great time and didn't get home until 2 a.m. Her test was at 8:00 the next day.

b. While taking a preemployment test, John got stuck on the fourth question. He did the first three without any trouble but before he knew it, the person giving the test asked him to stop.

c. Gina wrote her answers to the questions on the test booklet even though the directions said to write on the answer sheet.

d. Scott spent the entire time on the first page because he didn't know the test was four pages long.

e. Joe finished his preemployment test early even though he skipped some questions that were too hard. He just sat and waited for the person giving the test to pick it up.

2 Can the steps involved in taking a preemployment test be used for any test?

Check your answers.

1. a. Gloria should have gotten a good night's rest before her test.
b. John forgot to pace himself. He should have skipped the hard questions and gone on to the simpler items.
c. Gina didn't read the directions.
d. Scott forgot to quickly look over the entire test.
e. Joe should have gone back to the questions that he skipped.

2. yes

Activity:

Preemployment Test

QXR Personnel Test

The following is a sample preemployment test. Answer each question as if you were a job applicant.

READ THE INSTRUCTIONS CAREFULLY. BEGIN THIS TEST WHEN YOU ARE INSTRUCTED TO DO SO.

This test is designed to see how well you can solve problems. There are many different kinds of items on this test. Answer each one to the best of your ability by responding in the space provided.

1. In the list of the following words, which one doesn't fit? _____
a. puppies b. piglets c. kittens d. cows
2. Jeri Smith saved \$1200 last year. What was her average monthly savings? _____
3. What is the next number in the series? 6 4 7 3 8 _____
4. Which one of the following words doesn't fit? _____
a. Monday b. March c. Tuesday d. Friday
5. How many items in column A below are exact duplicates of those in column B? _____

A	B
8940585	8947385
4235	4235
8940594	2748395
238940	4859305

6. How many names have been copied correctly from column A to column B? _____

A	B
Mr. John Perlstein	Mr. John Perlsten
Dr. Mary Smith	Mrs. Mary Smith
Mr. William Herbert Jones, III	Mr. William Herbert Jones, III
Ms. Mary Katherina Harkenbender	Mr. Mary Katherina Harkbender

7. How many feet are there in two yards? _____
8. How many dozen are there in 60? _____
9. Which word is misspelled? _____
a. receive b. achievement c. recommend d. dollors
10. Complete the series. ☒ ☒ ☒ ☒ _____
11. What is the capital of the United States? _____

Check your answers on the next page.

Check your answers against those below.

1. d. cows
2. \$100
3. 2
4. b. March
5. one
6. one
7. six feet
8. five
9. d. dollors. Correct spelling: dollars
10. 
11. Washington, DC

You probably didn't get all of these answers right. That's okay. This is just a sample of what you may see on a preemployment test.

Before You Say Yes

Sometimes when you're job hunting the only thing you can think of is actually getting a job. You may think you'll take *any* job as long as it pays money. That's what Sheila thought.

Sheila just interviewed for two jobs. One is a job as a stock clerk at the XYZ Market. It pays \$95 per week. The job means working nine hours a day, six days a week. Sheila will get one week's vacation after she has worked there one year, but XYZ offers no other employee benefits. The store manager told Sheila to call back by 1:00 p.m. to tell him whether she wants to work at XYZ.

The other job Sheila interviewed for is with the ABC Shoe Factory. If ABC offers Sheila the job as a line worker, she will earn \$80 per week. This job would require Sheila to work 40 hours per week (overtime is extra). Fringe benefits include health insurance, sick leave, two weeks vacation per year, and holidays off. Also, she would have a chance for advancement.

Sheila doesn't know what to do. The job at ABC pays less, and she hasn't gotten a job offer from there yet. Her mother says that she should wait and hope that ABC offers her a job since the fringe benefits might more than make up for the smaller salary. But Sheila desperately wants a job. She is going to tell the store manager at XYZ that she will take the job as the stock clerk.

Do you think Sheila made the right decision? She may have decided too fast. Sheila didn't understand that advantages other than salary often go along with a job. Applicant should consider these advantages before they say "yes." Sometimes job seekers say "yes" to a job that they won't be happy with later.

What should you think about before you say "yes?" Here's a list of factors to consider before you accept a job.

- **Hours:** How many hours will you be required to work each week? Will they be at night or in the daytime? How about weekends?
- **Amount of pay:** How much will you be paid? How often?
- **Kind of work:** What duties will you perform? Will you enjoy the work? Is it something that you can do day after day?
- **Fringe benefits:** This means the extras like insurance, vacation and sick leave, and retirement. Find out exactly what fringe benefits are offered. Good fringe benefits can sometimes make up for a low salary.
- **Advancement:** Can you work your way up to better jobs with the company?
- **Training:** Does the job offer a chance to get more training or to learn any special skills? Does it fit into your career goal?
- **Work environment:** Do you think you can be happy working for the company? Is your place of employment pleasant? Are working conditions safe?
- **Location:** How long will it take you to get to work? Will you have a transportation problem?

You can see that there's more to a job than just money. All of the items listed above are important to consider before you say "yes." If you've worked hard to impress the employer with a neat application and a good interview that results in a job offer, you owe it to yourself to think carefully before you accept a job.

Activity:

Factors to Consider

1. In your opinion, what are the most important factors to think about before accepting a job? Why? _____

2. Read the job description below. Then use the list of factors to consider before accepting a job to fill in the blanks.

GARDENER (a)_____. Responsible for working outside and keeping the gardens and lawns of a small college beautiful (b)_____. Can work up to head gardener position (c)_____. Pays \$450 per month (d)_____. Insurance plan (e)_____. Workday is 8-5, 5 days a week (f)_____. Time off to take gardening classes at the college (g)_____.

3. Greg is very interested in music. The manager of the Hot Tunes Music Store has offered him a job. He'd have to work from 2 in the afternoon until 10 every night except Wednesday and Sunday. That is okay with Greg since he hates to get up early. The pay is \$100 per week.

But Greg is a lucky guy. The Littletown Bank has also offered him a job. The job means working Monday through Friday from 8 until 5. The bank offers many fringe benefits, and the pay is \$75 per week.

Greg chose the job with the Hot Tunes Music Shop. What three factors do you think he considered most important in making his decision?

Factors to Consider

hours
kind of work
fringe benefits
work environment
amount of pay
training
advancement
location

Check your answers on the next page.

Check your answers with the ones below.

1. The answer to this question depends upon what *you* think is most important. For example, if you don't have a car and you need a job within walking distance of your home, location would be an important factor for you to consider.
2. (a) kind of work
(b) location, work environment
(c) advancement
(d) amount of pay
(e) fringe benefits
(f) hours
(g) training
3. hours
amount of pay
work environment, kind of work

Name _____

Date _____

Self-Test

Objective 10

List four things you can do that would help you do well on a preemployment test.

- A** _____
- B** _____
- C** _____
- D** _____

Objective 11

List four factors to consider before accepting a job.

- A** _____
- B** _____
- C** _____
- D** _____

Answers to Objective 10

Your answers should include four of the following:

- Practice the skills on which you may be tested.
- Get plenty of rest the night before.
- Take supplies (pens, pencils, eraser, watch, notepad).
- Don't get anxious or upset about the test.
- Read and understand the directions.
- Look over the whole test quickly.
- Pace yourself by figuring out how much time you can spend on each question or section.
- Read each question carefully.
- Save for last those hard questions that you can't answer quickly.
- Go back to any questions you've skipped.

If you did not list at least three of the above, review pages 102-108.

Answers to Objective 11

Your answers should include four of the following:

- hours
- amount of pay
- kind of work
- fringe benefits
- advancement
- training
- work environment
- location

If you did not list at least three of the above factors, review pages 109-112.



Failing to Get a Job

Sometimes people have a hard time getting jobs. This is especially true if they have trouble during their interviews. Why do people fail to get jobs? Here are a few reasons and tips to follow. Can you think of any others?

Why People Fail to Get Jobs

Tips

They don't check out all possible sources of employment and keep checking them as many times as necessary.

Keep your eyes and ears open. Let everyone know you're job hunting.

They try to get jobs that they are not qualified for.

Know yourself and be practical.

They don't follow up all leads promptly.

Don't put off looking.

They look for only one kind of job and ignore many others they're qualified for.

Be flexible.

They don't know how to write a resume or follow-up letter, how to phone for job information, or how to act during an interview.

Add basic job-hunting skills to your work skills.

They don't take all tests they can to qualify for a job.

For a starter, take Civil Service, aptitude, and other vocational tests.

They don't plan for their careers.

Get the training you need for the job you want.

They wait for someone else to find them a job.

Don't rely too much on agencies, friends, or employers who promise to call you "if anything comes up."

They don't plan their job search.

Know everything you can about yourself, your skills, the businesses you apply to, and the jobs that are open in your town.

They give up when they don't find a job right away.

Try to keep your self-confidence, and don't give up looking until you find a job you will be happy with.

Unit Review

Read over these knowledge objectives. For each one, think whether you can do what the objective asks. If not, review *now*. The page numbers are listed next to each objective. Your instructor will give you a final unit test on these knowledge objectives.

Knowledge Objectives	Pages
1. List four ways an employer can get information about a job applicant.	9-14
2. List one necessary and three other official papers that a job applicant may need.	15-18
5. List four kinds of information about a job applicant that should be given to an interviewer.	70-74
6. List four kinds of information about a job that an applicant should get from an interviewer.	70-74
10. List four things that can be done that would help an applicant do well on a preemployment test.	102-108
11. List four factors to consider before accepting a job.	109-112

You have already been tested on the performance objectives, and so you won't be tested on them in the unit test. If you haven't completed all of the performance tests, go back now and do them. Check the list at the front of this booklet (page 7) to be sure you have completed all of the performance objectives, and that your instructor has initialed them.

Performance Objectives—The Objectives

3. Write a resume.
4. Fill out a job application form.
7. Show how to dress appropriately for a job interview.
8. Show how to interview for a job.
9. Write a follow-up letter.

Glossary

A **abbreviation** a shortened form of a word or term. For example, ID is the shortened form of "identification."

advancement promotion; moving up in your job or moving to another job on a higher level

age certificate see **work permit**

applicant person who asks for a job

application form the printed piece of paper filled out by job hunters that gives personal information to employers

appropriate fitting; proper; correct

B **birth certificate** a written or printed statement used to prove a person's birth. A birth certificate gives the date and place of birth and the parents' names.

C **consider** to think about in order to decide

D **dexterity** skill in using the hands

diploma a written or printed paper given by a school or college. It says that the person who receives it has completed a certain course of study or has been graduated after a certain amount of work.

disability part of the body you lack full use of, such as a crippled arm, or deaf ear

document something written or printed that gives information and can be used as proof of some fact. A driver license is a document that proves you have been given permission by law to drive a car.

dress code rules that describe how to dress for work, including clothes, jewelry, makeup, and hairstyles

driver license card showing permission given by law to drive

E **employee** a worker hired for a specific job

employer person or firm that hires workers

employment a job; work done for pay

extracurricular activities hobbies, clubs you are a member of

F **follow-up letter** a letter written by a job applicant to the employer after an interview

former employer the person or firm that used to employ the worker

fringe benefits advantages of having a certain job, such as paid vacations and group insurance

G **General Equivalency Diploma (GED)** given to persons who are out of school but have not graduated from high school. The GED substitutes as a high school diploma for those who pass the test.

glossary list of words with their meanings

grooming the way you take care of your appearance, including your face, body, hair, and clothes

I **ID** identification; a card, with or without a picture, that tells who the owner of the card is. Showing an ID is necessary to prove who you are.

impression an idea in somebody's mind about you. The way you look and the things you do can make a good impression on an interviewer.

in-basket test a preemployment test in which the applicant must go through an in-basket of papers and make decisions about each paper

inappropriate not suitable; incorrect; improper

interview a meeting between an applicant and an employer to talk over a job

L **laid off** to lose your job through no fault of your own. Layoffs often happen during times when the employer has little business. Being laid off is different from being fired because a layoff is not your fault.

M **marital status** whether you are married, single, widowed, divorced, or separated

N **not applicable** does not apply

O **objective** a task you'll be able to do when you complete this unit
occupation your career; profession; what you do for a living
occupational license a paper showing permission to practice an occupation or do a certain kind of work
opportunity chance to get or do something

P **paper-and-pencil test** a standardized preemployment test
personal fact sheet sheet of paper containing information about you, including your address, education, work experience, and references. A personal fact sheet will help you fill out application forms.
physical exam a doctor's exam of your body to see whether you are healthy
preemployment test a test given to a job applicant so that the employer can get more information about the applicant's job skills
presently attending still in a certain school

Q **qualification** that which makes a person fit for a job, task, office, or function

R **recommend** to speak highly of; put in a good word for
reference a person who can give information about another person's character or ability
require to demand; order
requirement need; thing needed
resume a sheet of paper that contains information about a job applicant

S **Social Security number** the number on the card given to each worker that is the same as the worker's account number with the government. The number is necessary for all workers.
standardized made the same in size, weight, shape, quality, or strength
student ID an identification card that all students have. See **ID**.

T **training certificate** a document proving that you have completed training in a certain skill or trade

U **union** a group of workers joined together to protect and promote their interests

union card card that shows a person is a member of a union and has paid his/her dues

W **work permit** applicants under 18 need one before they can work. If the applicant is under 16, s(he) needs a job offer first.

R E S U M E

PERSONAL INFORMATION

Name:

Date:

Address:

City and State:

Zip Code:

Phone:

Social Security Number:

Age:

EDUCATION AND TRAINING

REFERENCES

R E S U M E

PERSONAL INFORMATION

Name:

Date:

Address:

City and State:

Zip Code:

Phone:

Social Security Number:

Age:

EDUCATION AND TRAINING

WORK EXPERIENCE

REFERENCES